

**Testimony of
The Honorable Michael C. Stenger
Sergeant at Arms and Doorkeeper of the Senate
before the
Subcommittee on the Legislative Branch
Committee on Appropriations
United States Senate**

April 3, 2019

Chairman Hyde-Smith, Ranking Member Murphy, distinguished Members of the Subcommittee; I appreciate the opportunity to testify in support of the Sergeant at Arms' budget request for fiscal year (FY)20.

The SAA respectfully requests \$214.6 million in appropriated funds; a 1.8% increase from the FY19 enacted level. This level of funding supports our continued focus on the safety and security of Senators while providing a range of technical and administrative services. Our requested increase will allow us to make needed investments in our information technology infrastructure and support our 920 full-time equivalents.

As I begin my second year as Sergeant at Arms, I am pleased to share, with your continued support, how we have made steady progress in meeting our mission.

EMERGENCY PREPAREDNESS

We continue 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, mitigate, respond to, and recover from a variety of emergencies. Using guidelines from the Congressional Accountability Act, we worked with Senate offices to update 115 Emergency Action Plans during FY18 that provide detailed evacuation routes and elevator locations for the mobility-impaired. Further, we assisted 25 offices with drafting their continuity of operations plans strengthening the Senate's ability to continue performing its essential functions during and after disruptive events. We also supplied and maintained emergency supply kits, annunciators, and escape hoods, offering personalized preparedness, alert notification, accountability, and equipment training. We distributed guides informing staff on how to respond to threatening situations, protestors, and other emergencies. With infants and children now visiting in the Senate Chamber, we added baby escape hoods and coordinated with the Architect of the Capitol (AOC) to have infant chest pads included with Chamber Automated External Defibrillators.

Readiness and protection of Members, staff, and visitors remains our primary focus. Working with the United States Capitol Police (USCP), we conducted over 30 annual evacuations, shelter in place and internal relocation drills, as well as the first offsite Chamber exercise allowing staff to observe and participate in realistic emergency scenarios and gain an appreciation of law enforcement responses. Further, we trained more than 3,000 staff on essential topics, including protective actions, emergency action planning, and ALERTS/Remote Check-In procedures. The *Responding to an Active Shooter* class, which is taught with USCP, remains our most popular course on how to react and what to expect from law enforcement. For FY19 and FY20, we plan to

host Preparedness Fairs and invite response organizations during the September recess. This fair teaches staff about the services local emergency response organizations provide. Being prepared for emergencies at work and at home ensures a resilient work force. During protests and medical emergencies, the SAA uses a Mapping Tool that allows us to view Senate office building floorplans, identify room ownership, and gather contact information for impacted offices. We plan to expand this tool to create an ‘incident’ view, allowing us to observe data from multiple floorplans and buildings over an extended period. We also plan to analyze the Senate Emergency Operations Centers (SOCs) to update and standardize capabilities, replacing outdated equipment and developing a mobile SOC capability to support emergencies when building access is denied.

During FY18 and FY19, we expanded the Joint Emergency Mass Notification System (JEMNS) to support the Library of Congress (LOC) and Congressional Research Service, and finalized unification of the mass notification systems throughout the Capitol complex. For FY20, we plan to connect JEMNS with new digital signage throughout Senate buildings. Additionally, we are piloting a program with the Committee on Energy and Natural Resources to install an alert beacon in their hearing room that JEMNS will trigger. This beacon will provide a silent visual notification to the Chief Clerk who can determine a response to the emergency message. We are also leading the Joint Audible Warning System project to replace the outdated annunciator system and better protect life and safety with a target implementation date of FY20. In FY18, we led an effort to activate the first Joint Legislative Branch Call Center Plan to handle large call volumes during a mass casualty event. Our FY20 budget request includes funds to develop the core services and capabilities of a Family Assistance Center.

We are also finalizing the modernization of an outdated radio system. These radios rely on a system of radio towers and repeaters that we maintain instead of commercial cell tower systems. We continue to collaborating with the House, USCP, AOC, and LOC to update, manage, and exercise joint communications plans and procedures for various additional communications devices. We are also working with the executive branch and other partners to continue to expand priority and preemption cellular services to select Senate users during highly congested events.

SECURITY PLANNING AND POLICE OPERATIONS

In coordination with USCP, we provide security and law enforcement support for the Senate community. This year’s efforts included: 1) coordinating 1,227 Senate campus access requests; 2) 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; and 3) representing the Senate on a joint Senate, House, USCP, and AOC campus security-working group. Additionally, we coordinated security coverage for 411 committee hearings and more than 50 Member-specific security requests.

My 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 communications between my office, USCP, and the Senate community throughout routine operations, special events, and emergencies. Approximately 648 security events, a 74% increase over the previous year, were monitored through this program last

year. My staff also provided security oversight and coverage during the State of the Union address, summer concert series, and demonstration activities in Senate office buildings.

In FY20, we expect an increase in Member specific requests. My office stands ready to assist Member offices with coordinating security and law enforcement needs in either capacity.

INTELLIGENCE AND PROTECTIVE SERVICES

We recognize the value of maintaining collaborative partnerships with various federal, state, and local law enforcement, intelligence, and force protection entities to synchronize information, identify security risks, monitor threat streams, and maintain situational awareness to ensure appropriate mitigation and prevention strategies are deployed to protect the safety and security of the Senate, domestically and abroad. Expanding social media platforms and the availability of open source materials allow individuals to spread malicious intents and activities to a large audience. 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. We discovered approximately 130 comments of concern, which we referred to USCP resulting in 24 criminal threat violations, a 33% increase over the previous year. For FY20, we anticipate social media awareness as well as threat discoveries to increase as social media platforms become a prominent communication method and open source intelligence technology develops further.

We collaborate 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. Additionally, we provide situational awareness for the Senate community regarding significant upcoming events or planned activities in and around the Capitol complex and state offices, which may adversely affect Senate business. Finally, we collaborate with USCP and other agencies to support contingencies; oversee security operations; and perform incident management and response action planning for major events including Inauguration, State of the Union, Senatorial retreats, National Conventions, televised concerts, joint sessions of Congress, and other high profile National Special Security Events such as the Lying In State or In Honor of a government official in the U.S. Capitol Rotunda. Key events we will support in FY20 are the Republican and Democratic National Conventions and the 2021 Presidential Inauguration.

OFFICE OF MEMBER OUTREACH AND SECURITY COORDINATION

We created the Office of Member Outreach and Security Coordination to collaborate with USCP and implement several security initiatives, law enforcement outreach efforts, and protective services objectives to ensure Members and their staff receive the necessary guidance, tools, and support when planning and attending national public events. Weekly emails to Administrative Managers, Chief Clerks, and Schedulers offer simple methods for requesting law enforcement coordination and security assessments to mitigate concerns at public events with Members in attendance. We provide offices with a final product highlighting the overall threat level, specific areas of concern, and local law enforcement contact information. This extensive outreach initiative

has led to almost 218 Law Enforcement Coordination and Assessment requests, a 187% increase over the previous year, and we anticipate a similar activity level for 2020.

ID OFFICE

We partnered with multiple Senate divisions to manage ID badge requests. Almost 12,000 new and updated Congressional and Press IDs were issued during FY18. We anticipate our FY20 volume to be consistent with this requirement. In coordination with the Chief Information Officer, we intend to support various capabilities as outlined in the Homeland Security Presidential Directive (HSPD) 12, including email encryption, two-factor authentication, and secure remote network access throughout FY19 and FY20. We recently updated our badging software to meet National Institute of Science and Technology standards, which are considered best practices, and will proceed with upgrading badge production hardware to support the growing demand for Smart Cards and proximity-based IDs.

PARKING OPERATIONS

Parking Operations continues to plan for staff vehicle needs during ongoing renovations throughout the Capitol complex. Long-term construction projects such as the Russell Senate Office Building's exterior rehabilitation will continue to affect various permit holders over the next four years. In collaboration with the AOC, we remain committed on limiting disruptions during the Thurgood Marshall Judiciary Office Building garage renovation. During FY20, we will upgrade the permit management application process to streamline enforcement, enhance collection efforts, improve accuracy and deliver real-time updates from field Parking Specialists.

CYBERSECURITY RESPONSE

We are in the fourth year of transforming cybersecurity from a reactive to proactive program defending the Senate. In the FY18 budget, the Appropriations Committee authorized 56 contractor to FTE conversions. As of February 28, 2019, we on boarded 49 FTEs and expect to have all 56 on board by September 2019. We developed a Cybersecurity Awareness Program to provide real-time, actionable information to users. This 3-pronged Partnership in Protection approach focuses on continued awareness sessions to offices, expanded academic collaboration, and completed rollout of a commercial cybersecurity training platform. The result was the completion of 50 Cybersecurity Awareness sessions to member offices, available to both D.C. and state staff, committees and support agencies. To add, 100% of all Senate staff completed training on cybersecurity principles using the commercial training platform and to assess the effectiveness of training, we continue to perform phishing tests against users. We will continue providing this training throughout FY20 and update it based on adversarial threats.

In FY20, we intend to develop a methodology to perform advanced resiliency assessments for offices. These assessments—to include coordinated penetration tests, vulnerability assessments and advanced phishing assessments—will follow industry and federal guidelines to determine the level of cybersecurity risk for Senate offices and provide suggested actions to mitigate risk.

CIO SECURITY ENHANCEMENTS

We continue to work closely with offices on multi-factor authentication (MFA) to enhance the security of Senate IT infrastructure. With the help of input from Senate offices, we procured an MFA solution in November 2018. In FY19, we integrated the MFA solution with our Privileged Access Management (PAM) and Virtual Private Network (VPN) solutions and started piloting its use with these services in the SAA and with several offices. The pilot will run through May. Provided the pilot meets our expectations, we will expand enrollment to all Senate offices, completing deployment in FY20.

To address the ongoing need for increased security of highly privileged accounts, we expanded enrollment into PAM to include the accounts used to administer offices' Constituent Services Systems (CSS). PAM significantly increases the security posture of Senate information systems, protecting the most sensitive data by limiting exposure of privileged credentials and protecting access to those credentials with two-factor authentication. In March, we will begin offering PAM pilots to interested Senate Offices; we expect PAM to be a standard offering in FY20.

The Identity and Access Management (IAM) program will enhance data security by centralizing the on-boarding, identity maintenance, access, and de-provisioning of identities requiring access to applicable Senate systems. IAM implementation is underway with planned deployment during August 2019 through 2020. With the increased adoption of cloud services across the IT landscape, this program can extend access and identity governance beyond the local on-premises systems to provide the same security to the cloud and support our increasingly mobile workforce.

ENTERPRISE AND NETWORK SERVICES

Developing a hybrid cloud strategy remains a key goal during FY19 and FY20. We remain focused on a cloud strategy centered on moving appropriate software applications to cloud service after careful analysis of data protections. During FY 2020, we will continue to evaluate bandwidth available to state offices and upgrade as necessary to support emerging technologies such as improved video conferencing capabilities between D.C. and a state office. We will also evaluate the feasibility of relocating the Alternate Data Center. Further, we will continue to replace, upgrade and modernize our infrastructure and products for some of our core offerings such as Internet protocol television, Domain Name Service/Dynamic Host Configuration Protocol, and VPN services. We have begun offering a full suite of virtualized solutions with the CSS being the most recent example. Which includes disaster recovery, enterprise backup and high availability.

The CIO supports the IT portion of our Continuity of Operations programs through a variety of IT-related functions. In September 2018, we awarded a contract and started executing a significant radio infrastructure project, permitting the Sergeant at Arms to communicate with multi-agency interactions on encrypted equipment during exercises and real-world events. The support includes our Mobile Communication Vehicles, network and phone communications for Alternate Chamber Operations, Leadership Coordination Centers, Emergency Operations Centers, and Briefing Centers. We provide secure communication support to Senate offices and committees as required. The FY20 budget is postured to maintain this program.

ENTERPRISE AND SYSTEM DEVELOPMENT SERVICES

We continue to support the Secretary of the Senate on implementing a modernized Financial Management Information System. Three new financial modules are scheduled for initial implementation this year, with the remainder planned for completion in FY20 and FY21. In an effort to modernize the legacy voucher signing application, we worked with the Secretary of the Senate to evaluate and deploy a new digital and electronic signature platform. This platform now supports the digital signing of Senate purchase card statements and vouchers. For FY19 and FY20, we will work with our customers to expand an electronic signature capability, thereby reducing manual efforts and streamlining business processes.

Working with Senate office staff, content providers and our colleagues in the office of the Secretary of the Senate, we collaborated to redesign and redevelop Webster, replacing the content management system; developing a new, more responsive services directory; and improving the user interface to expose valuable information more readily.

IT SUPPORT COMMUNICATIONS

In FY18, the SAA began expansion of the digital signage system to approximately 60 locations within the Hart, Dirksen and Russell buildings, with 54 new locations added 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 multi-year effort to upgrade and modernize the state office telephony infrastructure for all 470-plus state offices is underway and the first 50 offices have been completed. We expect to complete an additional 145 offices in FY19 and approximately 220 in FY20. It will provide each state office with new hardware, increased flexibility, a feature-rich voicemail platform, and additional security at a lower cost.

We are currently evaluating the legacy telephone system for the Capitol and Senate buildings and plan to upgrade it, as well as the adjunct systems. This Unified Communications and Collaboration (UCC) platform will upgrade existing Voice Over IP telephone switch and associated subsystems, including, but not limited to, voice mail, instant messaging, contact center, integrated voice response systems, audio/video conferencing, and any other collaboration tools that support Senate offices. We have issued a Request for Proposal for subject matter experts to assist in requirements development and design for a new UCC platform and expect responses in mid-April. Our FY20 budget requests reflects our estimated increase for this upgrade.

The IT Help Desk addressed approximately 11,000 questions from Senate users annually in D.C. and state offices, taking trouble reports and coordinating the activities of the technicians who respond to and resolve the problems by phone, online and in person. In addition, the installation team completed more than 6,600 installation projects over the past twelve months. Since December 2017, we have coordinated the procurement efforts for the re-compete to this contract scheduled to begin in FY20. Based on lessons learned and user input, we have adjusted the deliverables to provide the Senate community with more responsive service from more highly trained technicians. The focus for the new contract includes: introducing more stringent Service Level Agreements with the vendor to increase customer satisfaction and adding Service Level Objectives to the performance based work statement to better measure success. The FY20 budget

supports this planned improvement, which will assist Senators and staff in meeting their responsibilities.

CONTINGENCY PROGRAMS

We aim to improve continuity capabilities in the event of relocation, and we manage contingency planning efforts, to include the Senate's ability to operate an Alternate Chamber. Operational plans are developed and refined under the direction of the Joint Congressional Continuity Board and with the executive branch to sustain a common approach to continuity preparedness. We undertook several new classified planning initiatives in FY18, which required comprehensive coordination. SAA staff facilitated open and constructive working relationships with critical partners and made significant progress on development of capabilities to ensure execution of our essential functions with minimal investment. This will ensure constitutional functions continue unimpeded during a contingency event.

Our comprehensive exercise program underwent a transition in FY18, resulting in a program focused specifically on continuity. The continuity exercise program conducted over 14 exercises, tests, and guided discussions. One example during FY19 included the successful execution of a Mobile Capabilities Exercise with joint continuity partners such as the Secretary of the Senate, Party Secretaries, House, Architect of the Capitol, Government Publishing Office, and U.S. Capitol Police. This was a full-scale exercise conducted to evaluate the effectiveness of emergency plans that govern activities during a contingency event impacting the Senate Chamber. Exercise planners provided an objective, independent analysis of our programs and assisted in the validation and improvement of actionable plans by identifying strengths, improvement areas, and lessons learned. This approach continues to ensure we meet program goals in a manner that benefits all Senate and partner organizations. In FY20, continuity staff anticipate exercising multiple classified programs as well as an exercise of the Senate Alternate Chamber in SH-216. This full-scale exercise will test the ability of the Senate to set up and operate an alternate Senate Chamber and select support offices in SH-216. Major components of this exercise will include an examination of the U.S. Senate Alternate Chamber Plan and the establishment of Chamber equipment, furnishings, broadcast, and connectivity to the Senate network.

PRINTING, GRAPHICS AND DIRECT MAIL

We provide support to the Senate community through graphic design, printing, photocopying, mailing, document preservation, logistics, and secure offsite transfer of Senate material. As good stewards of fiscal resources, we reduced equipment maintenance costs by approximately \$125,000 through contract negotiation, saving more than \$1,200,000 by locally producing charts for Senate floor proceedings and committee hearings, and reducing postage by more than \$1,000,000 by pre-sorting and discounting 4.5 million pieces of outgoing Senate franked mail.

We continue to refresh and expand our hardware, software, and production equipment to maintain and enhance the products and services rendered to the Senate community. Through software updates and enhanced training, we will continue to provide more integral communication opportunities by using digital technology to create both print and digital solutions for Senate offices throughout FY19 and into FY20. We also expanded our graphic design consultation service, first offered to the Senate community in FY18. Our talented graphic designers are

available to provide creative and technical expertise, and have held over 170 consultations since inception in January 2018. Our FY20 budget request will allow us to provide a similar level of support as well as upgrade existing infrastructure by replacing outdated lighting in the portrait studio and continue to monitor technological advances in image capture and production, with a specific focus on silent cameras.

SENATE POST OFFICE

We 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 FY18, our office safely processed and delivered more than 8.7 million incoming mail items while intercepting 156 suspicious mailings that required an immediate response by the USCP. We prevented delivery of an additional 720 mailings bearing characteristics with the intent to disrupt Senate business and requiring further scrutiny by USCP.

Our office began replacing older *Postal Sentry* mail-screening workstations with the smaller *Sentry Air System* workstations in 2016. In FY20 we intend to purchase additional mail screening workstations to ensure availability of the most current equipment for all state staff. Providing mail safety and security training for both D.C. and state offices remains vital to ensuring all Senate staff know how to respond to potentially dangerous situations. We offer the training through the web (static video), VTC, and webinars and accomplish it in coordination with our State Office Programs Group.

CAPITOL FACILITIES

We support the work of the Senate by providing a clean, professional environment in the Capitol. Our 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. The Furnishings Division provides furnishings, including stock and custom furniture, carpeting, and window treatments, to Capitol offices. They also provide framing services for Senate offices and committees. Their focus continues on realizing cost savings and improved efficiency, while maintaining the same level of service. Capitol Facilities ensures the highest level of service while the Senate is in session and has established standard operating procedures. Throughout FY19 and into FY20, we will focus on improving equipment to maximize safety and efficiency, and undergo upgrades to the online work order system that notifies staff of new work orders and tracks workloads.

SUPPORT SERVICES

Transportation and Fleet Operations

We procure, manage, and maintain Senate vehicles; operate the Senate Daily Shuttle service; and provide the Senate with emergency transportation and logistics support. The fleet includes trucks, vans, buses, SUVs, electric vehicles, handicapped-accessible vehicles, and Segways. In FY18, staff transported more than 21,000 passengers through the SAA Shuttle Service and our FY19 budget and FY20 request have us postured to provide the same level of support.

Photography Studio

We provide photo-imaging services for Senate offices and committees. Our studio manages and maintains the Photo Browser application that provides Senate offices a secure, accessible archive to all photos accumulated during a Senator's term in office. Currently, the Photo Browser system contains more than 1.5 million photo image files. In FY18, our staff photographed more than 110,000 images, produced more than 59,000 photo prints, and coordinated scanning for end of term archiving of more than 89,000 photo images for Senators leaving office. We are able to provide the same level of service in FY20 as we did in FY19 without any additional increase.

STATE OFFICE OPERATIONS

We established State Office Operations in FY18 to consolidate and streamline state office support functions. We execute all leasing, tenant improvement, project management, security, and emergency preparedness functions for over 470 federal, commercial, and mobile Senate state offices across the United States. Our staff works closely with commercial landlords, the General Services Administration, and the Federal Protective Service to ensure Members' operational and security needs are met in their state offices. In 2018, we completed 87 relocation and renovation projects, coordinating construction, furniture, equipment, and delivery of IT services. We expect this number to double in 2019, as the team works to support new Members and all commercial lease renewals for the 116th Congress. In FY20, our state office support will continue, focusing mainly on moving new Members into permanent space and supporting off-cycle renovations.

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. In 2018, we provided physical security enhancements to 24 new state offices, as well as enhanced security in 31 existing offices. Throughout FY20, those numbers are expected to increase as we move new Members into permanent state offices and outfit each location with our recommended suite of security enhancements.

Emergency preparedness training and familiarity with security equipment equates to higher levels of compliance and readiness. In 2018, we trained more than 100 Office Emergency Coordinators, staff, and interns through 26 webinars, and provided security awareness briefings and active shooter training to 142 staff members at state offices. Our focus on readiness and training will continue through 2020. We have worked closely with U.S. Capitol Police to update our security awareness and emergency preparedness curriculum and have planned for a 100% increase in the travel in order to provide on-site training in state offices. We will also continue supporting the requirement for state offices to comply with the Congressional Accountability Act: assisting them with the development of recommended emergency action and continuity of operations plans.

SENATE RECORDING STUDIO

In 2018, we provided 1,536 hours of gavel-to-gavel coverage of Senate floor proceedings, including live streaming and archiving of the proceedings on the Senate's website, www.senate.gov. We also coordinate with other government agencies, such as the Voice of America and the Department of State, to provide hearings to a larger audience. Further, we enable

Senators working in D.C. to communicate with their constituents and news outlets back home. In 2018, the Studio produced 1,635 television productions, an increase of over 57% from the previous year, and 1,088 radio productions. Throughout FY19 and into FY20, we have been systematically replacing the technical plant within the Recording Studio. Moreover, we are establishing a 30-year planning and programming document that will meet the audio/visual replacement needs for committee hearing rooms as well as other key meeting rooms within the Capitol complex.

PERIODICAL PRESS GALLERY

The Senate Periodical Press Gallery serves the needs of accredited news reporters for magazines, newsletters, non-daily newspapers and online publications. Serving as a liaison between reporters, Senate officials, and law enforcement remains our primary responsibility. Media presence on Capitol Hill has increased dramatically over the past few years. Our staff helps maintain crowd control in the Senate subway and the Ohio Clock Corridor during votes and party caucus meetings. We also coordinate press coverage of hearings, news conferences, stakeouts, and other media events in the Capitol and Senate office buildings. In addition, we review new press applications in consultation with the Executive Committee of Periodical Correspondents; renew approximately 1,000 press credentials each year; and maintain daily Senate floor logs on the Senate Periodical Press Gallery website (www.periodicalpress.senate.gov), which tracks legislative activity, votes, and schedule updates. Reporters and Senate staff are also kept informed about Senate legislative activity on the Gallery's Twitter account (@Senate PPG), which grew over 20% in 2018 to 8,900 followers. Our 2020 budget request will allow us to continue providing the same level of service.

DAILY PRESS GALLERY

We issue approximately 1,600 credentials to journalists each year. As custodians of the largest press complex on Capitol Hill, we serve more than 100 reporters who work in the Press Gallery on a regular basis. Further, we control access to the Press Gallery inside the Senate Chamber, ensure gallery rules are followed, and coordinate with Senate committees on press coverage for hearings and other events around Capitol Hill. Our staff remains focused on modernizing services, streamlining the online credentialing process, and maintaining real time website updates on Senate floor proceedings and notifications to Senate staff and reporters via email and Twitter (@SenatePress).

PRESS PHOTOGRAPHERS GALLERY

Our 2020 budget request allows us to continue to provide support to press photographers and representing news organizations from across the United States and around the world serves as our primary duty to ensuring a liaison between news photographers and Congress. Since the House of Representatives does not have their own press Photographers Gallery, our staff supports the press photographers and Congressional staff at House news events and hearings. We support press logistics at many high profile hearings and events and coordinate with other SAA offices, the U.S. Capitol Police, and Senate and House offices to ensure press photographers have access without interfering with the duties of the Congress. Equally important is our coordination of the press logistic plans for continuity of government.

RADIO AND TELEVISION GALLERY

Our staff serves as the Senate's primary contact to the broadcast news, ensuring the Senate's broadcast coverage rules are followed. We function as liaison between Senate offices and the broadcast media. We issue approximately 3,500 credentials each year to television and radio reporters, producers, and technical personnel. We also maintain the studio and technical infrastructure Senators use for news conferences. In an effort to ensure live coverage capability, our staff conducts an extensive connectivity maintenance program, to include the fiber optic cabling throughout the Senate office buildings.

SENATE DOORKEEPERS

As Doorkeepers, we 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. We provide support for a number of special events attended by Senators, their families, and special guests. Moreover, we process approximately 200,000 visitors from around the world each year and ensure they can visit the Senate Galleries safely. In keeping with safety, we also undertake emergency preparedness roles balancing access and safety in the Senate.

SENATE APPOINTMENT DESK

At the Senate Appointment Desk, we safely and efficiently process thousands of Senate guests each year for business meetings or other purposes. During FY18, we processed approximately 230,000 visitors 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. Of these, more than 108,000 visitors were in the Capitol complex for official business or for a meeting with a Member, a Member's office, or a committee. In addition, more than 29,000 international visitors relied on the CVC Appointment Desk for Senate Gallery Passes and information.

HUMAN RESOURCES

Our office provides personnel services and advice to SAA managers and employees. In addition, we provide workers' compensation, ergonomic assessments, Americans with Disabilities Act accommodation requests, and recruitment services to the broader Senate community. During FY18, the Senate Placement Office received 631 requests for recruitment assistance from Senate offices and processed 28,505 resumes from applicants seeking Senate employment.

Our FY20 budget justification requests a small increase to support the transit subsidy program for our employees. Further, throughout FY19 and FY20, we remain committed to work in concert with the Secretary of the Senate to streamline our human resource efforts to leverage the efficiencies offered by improvements to the HR information system.

JOINT OFFICE FOR TRAINING & DEVELOPMENT

As the Joint Office for Training and Development, we provide training to all Senate staff so they have the resources and skills needed to perform their jobs. We average about 3,000 attendees for in-person classes and over 1,500 attendees for online courses annually. We facilitate conferences for state office staff, and provide customized training, facilitation services, and coaching to

Member, committee, and support offices averaging, about 1,800 attendees each year. During FY19, we will upgrade our online training and webinar software, validate the skills needed by Member and committee office staff, and continue to increase the library of online lessons created in-house.

The mandated Health Promotion section provides health promotion activities and events for the Senate community. Each year, this section coordinates and hosts the two-day Wellness Fair, which averages about 2,000 participants in health promotion activities, including screenings for glucose, cholesterol, and blood pressure; exercise demonstrations; and seminars on topics, including healthy eating and cancer prevention. As of FY18, we coordinated with the American College of Surgeons and the Stop the Bleed Coalition to provide bleeding control training for D.C. Senate staff. This lifesaving training started in FY18 and will continue quarterly. Our FY20 budget postures us to continue providing needed education and training for the entire Senate.

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 2018, nearly 1 in 13 Senate employees used the services of an EAP counselor - an increase of 15% over the previous year and a 52% increase in hours spent in direct service to Senate Staff. Further, 245 employees took an online mental health screening, 45 managers requested a supervisory consultation; 2,355 employees attended an EAP training activity; and 1,951 employees accessed resources for personalized information and referrals addressing childcare, parenting, adult care, aging, education, legal concerns, and/or financial issues. Because of the increase in Senate use of the EAP, we moved one FTE from another source during FY19 to ensure the EAP was staffed to best support the Senate. We believe the FY20 budget and FTE count will continue to provide the same high level of support to the Senate.

CONCLUSION

I want to thank you for your bipartisan support to the SAA. The FY20 Sergeant at Arms' budget request provides sufficient funding to maintain a focus on continual improvements to the security and support of the institution while remaining good stewards of taxpayer dollars. We will work closely with you to ensure we meet your needs in a timely and efficient manner.