

**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
May 11, 2022**

The Office of the Senate Sergeant at Arms (SAA) respectfully requests \$285,052,000 and 992 Full-Time Equivalents (FTEs) in appropriations for Fiscal Year 2023 (FY23). This is a 3.5% increase over the Fiscal Year 2022 (FY22) proposed budget and an increase of 35 FTEs.

In my second year as SAA, I am pleased to share with you how we have made steady progress in strengthening our operational readiness and our plans to further improve the safety and security of the Senate, as well as our work on new initiatives to increase support to Senate offices.

CAPITOL OPERATIONS

Senate Recording Studio (SRS)

The FY23 budget includes a request for \$5,000,000 in no-year funding to enable the SAA to replace audiovisual equipment and systems in Senate Hearing Rooms at, or near, the end of its serviceable life. The Senate Recording Studio has a role in monitoring, maintaining and repairing the audio-visual systems in all hearing rooms across the Senate campus. The SRS plans to make targeted replacements of 3 to 4 systems per year as they age. The SAA is working towards several targeted replacements in FY22 and FY23, including systems in SH-216. At the same time, the SAA is working with the AOC on an ongoing program for the complete renovation of hearing rooms, starting with SD-342. This ongoing effort to renovate hearing rooms will continue in FY23 and require a permanent budget base increase of \$5,000,000 per year. To date, the SAA has completed a targeted replacement of broadcast cameras in SD-106 and the full renovation of the Commerce hearing room (SR-253), the Intel Hearing Room (SH-219), and the Senate SCIF (SVC 217).

Our request also includes funding for ongoing support of Recording Studio services to Senators, and committees. During CY21, the Senate Recording Studio broadcast 1,167 hours of gavel-to-gavel coverage of Senate floor proceedings and recorded the proceedings for subsequent archiving. Since the first fully remote hearing on April 27, 2020, the Senate Recording Studio has broadcast 919 remote or hybrid hearings enabling Senate committees to review bills, conduct oversight, issue reports, and hold hearings despite pandemic constraints. They also produced 700 television and 1200 radio productions enabling Senators working in DC to communicate with the constituents and news outlets at home. Further, the SRS provided broadcast and recording for the 2021 Presidential Inaugural Ceremony, three Lying in State/Lying in Honor ceremonies and, of course, January 6, 2021.

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Priorities for the SRS consist of the replacement of critical infrastructure within studio spaces including video switching, routing, and audio mixing systems installed in CY08 which is now near or in some cases past the end of its serviceable life. These replacements ensure the SRS provides exceptional support in each of its functional areas.

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 VisitorCenter (CVC). During FY19, the most recent non-pandemic year, the Appointment Desk processed approximately 205,000 visitors. Of these, more than 120,000 visitors were in the Capitol complex for official business or a meeting with a Senator or staff. 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 FY22 and into FY23 as the Senate returns to normal operations.

During CY21 and into CY22, the Appointment Desk staff provided auxiliary staff support to the New Member Suites post-election and the Impeachment trial; reopened desks to Official Business Visitors; created templates for daily schedules of Official Business Visitors to share with USCP; created and implemented new policies to allow for limited staff-led tours including registration and scheduling; and developed a plan for the possibility of three additional appointment desks in the Senate Office Buildings.

During FY22 through FY23, the Appointment Desk will train staff on use of the new software and efficiently assist Senate offices in registering and welcoming official business visitors.

CHIEF INFORMATION OFFICER (CIO)

Cybersecurity

The CIO is requesting an additional 2 FTEs for the Cybersecurity department. The SAA proactively defends the Senate network daily against advanced cyber threats. The Cybersecurity Department has successfully mitigated critical events and ensured the security

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of the Senate due to the dedicated staff and sophisticated technologies deployed on the Senate network. To build on these successes, the CIO is requesting two FTEs to support the analysis process by analyzing open-source, commercial and government threat intelligence data to assist with determining the extent of threats, identifying indicators of compromise, and drafting threat intelligence reports to make risk-based decisions

For FY23, we will be focused on our five main lines of effort: Cybersecurity Resilience Assessment Methodology, Office Cybersecurity Resilience Assessment Methodology, Insider Threat, Awareness, and Cloud. The development of the Cybersecurity Resilience Assessment Methodology was completed, and we are now finalizing the testing of the standardized methodology to ensure it is effective and efficient. Next, advanced cybersecurity resiliency assessments for Senate offices and committees will be conducted, which includes coordinated penetration tests, vulnerability assessments, and advanced phishing assessments, among other actions. The CIO will concentrate on mitigating risk associated with the potential insider threat, through education and technical means. The CIO will mature the Cybersecurity awareness campaign in collaboration with other agencies. Finally, gaps in cyber and privacy security will be evaluated as it relates to cloud-based services and other technologies.

Process Management & Innovation

The CIO is requesting an additional \$731,000 and three FTEs to execute our hybrid cloud strategy framework to provide access to modern and secure line-of-business applications and services. In FY23, the CIO will build on and adopt software-as-a-service (SaaS) solutions to enhance office productivity, communications, and collaboration capabilities. The CIO will also expand investments in other cloud infrastructure, platform services, and associated automation, management, and monitoring tools to increase responsiveness to emerging business requirements, and to opportunistically move or build applications, websites, and services in the cloud.

The SAA supports a lot of custom software development to meet the unique needs of the Senate. To support this effort, and to ensure a pipeline of talented staff, the CIO is requesting the three apprentice FTEs for the custom software development team. This team is responsible for creating some of the most impactful software applications such as Quill, Otis, eFinancial Disclosure, Calendar+ and Office Application Manager to name a few.

In January 2022, the department released the latest enhancements to Quill, a web-based application for House and Senate member and committee offices to manage letter workflow,

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with over 90% of offices enrolled in Quill. Staff use Quill to create letters for their Senators to sign and invite other offices to co-sign. Since its release, over 1,700 letters have been authored with over 20,000 co-signers' signatures applied in Quill. This application has modernized the process so that letters can be finalized and sent to industry, legislators, leadership, and others in a fraction of the time and staff resources previously required to complete this process.

This team is currently engaged in development of a Security Portal, where security-related alerts and information from dozens of sources are consolidated and made available to allow the SAA to inform Senators of security-related matters. Additionally, the team is developing applications for offices to request security-related assistance from the SAA. The applications replace paper and email-based processes to address security concerns regarding events, hearings, and incidents occurring across the Senate and state offices.

Technology and Communications Resiliency

The CIO is requesting \$4,783,000 for this department. The Technology and Communications Resiliency Directorate oversees the engineering, implementation, and operations for the Senate's IT Continuity and Disaster Recovery Programs. This includes management of the Senate's radio infrastructure, communications security (COMSEC), emergency communications, mobile command vehicles (MCVs), satellite communications, datacenter continuity, and support for National Security Special Events (NSSE). Over the past year, the BCDR team implemented functional testing for DoD Mobile Classified Capabilities (DMCCs), satellite phones, radios, and Wireless Priority Service/Government Emergency Telecommunications Service (WPS/GETS) to improve the ability for users to communicate during a disruptive event. Future efforts will seek to enhance testing for new capabilities such as FirstNet which is a resilient cellular communication's capability.

Within the FY23 budget, the funding will allow for the enhancement of the Senate's IT and communication's enterprise, which includes the geographic disbursement of technical assets across the country to further develop our Continuity of Operations (COOP) and Continuity of Government (COG) posture. This also includes building more robust communication's capabilities, to include Cellular on Wheels (COW) and Crisis Management Suite (CMS) kits for secure communications. This funding request also includes the acquisition of satellite phones for Member offices, extending the Unified Communications and Collaboration (UCC) implementation to COOP sites, and implementing a wireless infrastructure to expand network connectivity at COOP locations.

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Communication & Technology Innovation

The CIO is requesting an additional \$150,000 and one FTE in this department. This increase in funding is for expansion the digital signage within the Hart, Dirksen, and Russell office buildings. Currently the signage is available in seven locations, and we are planning to add this signage to 56 new locations over the next five years. The expanded digital signage system will display wayfinding information and emergency notifications, in addition to existing directory information and hearing schedules. Additionally, the new digital signage will connect to the Joint Emergency Mass Notification System (JEMNS), to enable another mechanism to ensure staff are informed during a disruptive event.

The additional FTE is requested to lead technical editing and marketing efforts for the CIO. This will improve how the CIO communicates technical information to non-technical staff, as well as the CIO's overall marketing and communication to the Senate. These types of communications include policies, notices, the "CIO Weekly Bulletin," and communications on all CIO projects and services.

Enterprise Applications

The CIO is requesting \$4,704,000 and two FTEs to provide enhanced support for existing systems and to expand technology modernization efforts. In FY22, several new initiatives were started to modernize applications using modern cloud-based applications, such as ServiceNow for Help Desk services requests, Kronos for time and attendance, and Cornerstone for Human Resource recruiting, learning, and staff career management. These new applications require equipping current staff with new skills. The requested FTEs will provide the resources to rearchitect our approach, and train SAA CIO staff to support these modern cloud technologies. This technology will also increase features and functionality available to our users and reduce contractor support. The funding request includes additional funds to expand cloud-based applications used to provide essential services to internal SAA offices and other customers as well as enhancements to TranSAAct, Asset Manager, and the Technology Catalog.

Enterprise Operations

The CIO is requesting \$5,375,000 in this department. The SAA had traditionally operated two legacy data centers, which provide network connectivity and centralized IT support of the virtual environment for Senate data and applications. In 2020, we refined the data

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center modernization strategy to include a transition to two geographically separated and modern colocation facilities to enhance the resiliency of critical IT services delivered to the Senate.

This funding request is to provide and operate the physical and virtual infrastructure that supports most applications and systems that run in the data centers. This includes funds for software licensing for on-premises virtual infrastructure and container platforms to accommodate planned growth, and also includes funds for consolidation of existing office applications, such as Constituent Services Systems into the enterprise. As such, there will be enterprise capacity expansion required to support these systems that were previously distributed among resources in the offices. These funds will also be used for the new enterprise storage and backup systems and reflects the transition from traditional capital investment to annual costs for deployed capacity. Finally, this funding provides for the operational costs for cloud Infrastructure contracts in support of the hybrid cloud strategy. All these efforts directly contribute to ensuring that all Senate IT services will be resilient and available when needed.

Lastly, in FY23, the migration to the new Unified Communications and Collaboration (UCC) system, which will replace the existing telephone system will be completed. This will create a mobile, collaborative, secure, and unified environment that is easy to use and intuitive for the end-user. The SAA, along with a leading UCC integrator, designed a system that supports communication and collaboration anytime, anywhere, and on any connected device. This includes voice messaging, voice-to-text transcription, video integration, conferencing, common directory, Contact Center, mass notification, and enhanced 9-1-1 connectivity. The UCC implementation focuses on five key priorities: security and privacy, systems integration, collaboration, mobility, and user interface and self-service. Because the legacy telephony system must remain operational throughout the migration process, FY23 costs include licensing, support, and maintenance for both the new UCC components and the legacy components.

Technology Governance & Budget

The CIO is requesting \$550,000 and two FTEs. The funding increase supports year four of a five-year plan to ensure adequate funds are available to support the Senate IT needs through the Economic Allocation Fund (EAF). EAF supports the acquisition of hardware and software for the DC and state offices. The additional two FTEs will include project management support for the newly developed Project Management Office, to enhance project management services for the

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CIO, and to better support large scale projects for the Senate. The other FTE will be used to develop policy, procedures, and technical documentation for the Senate.

EXECUTIVE OFFICE

ACQUISITIONS DEPARTMENT

An increase of 1 FTE is requested for a Senior Procurement and Contracting Specialist in Acquisitions. This additional position will manage procurement activities for the Senate and will prepare long-range acquisition plans, develop solicitations, manage source selections and evaluate proposals for award and develop Independent Government Cost Estimates, competitive range determinations, source selection decision memoranda, limited competition justifications, and other supporting documentation. This new position is critical to the development of quality and timely procurements planned by the Acquisition Division to support the Senate.

During CY22, the SAA restarted an online training program to ensure that SAA employees who function as Contracting Officer Representatives are trained and supported in their work. Dedicated training has also been extended, and will be added to annual performance objectives for SAA staff who do technical evaluations of contracts.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

An increase of \$103,000 and 4 FTEs is requested in FY23 for EAP, which offers a variety of emotional, behavioral, and work-related support as well as wellness resources and services to Senate staff, their family members, Senate Pages, and interns. The Senate EAP's mission bolsters resiliency, helps ensure psychological readiness, and attends to the overall employee and organizational wellness.

In CY21, the EAP met the increased demand for services as a result of both the ongoing COVID-19 pandemic and the need for overarching trauma response by hiring 2 EAP full-time (FT) counselors, providing telehealth and onsite support services, delivering customized trainings to requesting Senate offices, extending the contract of a contract counselor, and creating an innovative, interactive website through which Senate staff can access information and contact the EAP more effectively. During this time, more than 68% of Senate staff accessed EAP services across 94% of Senate offices. This is nearly a 30% increase in programmatic utilization from

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2020. Additionally, 324 employees took an online mental health screening; 3,875 employees attended an EAP training activity; and 1,711 employees accessed resources for personalized information and referrals addressing childcare, parenting, adult care, aging, education, legal concerns, and/or financial issues.

For FY23, we are requesting additional resources to meet the continued increase in demand for EAP services. We are looking to hire two additional counselors whose schedules are able to accommodate increased demands for services across the country. These counselors would provide confidential emotional and behavioral support services for Senate employees and their immediate family members through a HIPAA compliant virtual platform. We have also identified a need for a full-time administrative specialist to assist with scheduling, program coordination, contract management, and referrals. The primary mission for this position is to alleviate the administrative duties from counseling staff. Finally, EAP has seen an increased demand for wellness services such as the popular Weight Watchers program, meditation programs, and the maintenance of the EAP website which contains on demand wellness and mind care resources.

The intent of these EAP requests is to minimize barriers to care and meet the needs of the Senate community by enabling employees to access services in a multitude of ways.

EXECUTIVE OFFICE

An increase of 2 FTEs is requested to support the Executive Office's focus on messaging to the Senate community. We need to hire a technical writer to assist with internal and external communications. In 2021, the SAA began weekly bulletins to all offices and committees highlighting information for the coming week: demonstrations, announcements, door schedules, food service, training classes. A quarterly newsletter called The Chamber also debuted in 2021, and allows the SAA to highlight innovations, new offerings, and provide information to the community regularly. We also created a weekly CIO round up of technical announcements. We are gratified at the positive response to these publications. For FY23, our goal is to work to ensure that SAA policies and procedures speak in one voice, and are updated regularly. We also publish a monthly newsletter called The Source for SAA employees and this, along with quarterly town hall meetings, is our mechanism to announce new policies, highlight the excellent work done by SAA teams, and inform our large workforce. We also need to hire an Executive Assistant for the Executive Office to help coordinate our work, our deliverables,

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and to assist with scheduling and with the many projects in progress within the Executive Office.

HUMAN RESOURCES (HR) DEPARTMENT

The increase of 7 FTEs is needed to support the additional staff we have added to the SAA's roster in recent years. Among the requests are a Deputy Director, Diversity Officer, 2 Human Resource Administrators who will work to train and support SAA managers, and to train and support newly hired SAA staff. We need to hire a Wounded Warrior Fellowship Administrator, and we need 2 HR Technicians to support HR's focus on modernization.

During FY21, the Senate Placement Office received 1,038 requests for recruitment assistance from Senate offices and processed 43,441 resumes from applicants seeking Senate employment. This represents a three-fold increase in resume traffic from the preceding fiscal year. A similar increase in hiring needs across the SAA led to the purchase of a Talent Acquisition System which should be implemented this summer. This will change the way offices post job openings, and will allow application packets to be viewed online instead of in printed packets. Interviews can be scheduled through the Talent Acquisition System and onboarding of new staff is also handled through the same system. Human Resources hired a new Placement Office Manager and transitioned SAA recruitment under the Placement Office umbrella. The Human Resources team implemented the SAA's new hiring policy which gives hiring managers 100 days from a staff member's departure to the onboarding of the replacement. This has decreased the length of time it takes to fill vacant positions.

As soon as the Talent Acquisition Program is operational, Human Resources will begin implementing a new Performance Management system across the SAA, and will be implementing a complementary compensation management and succession planning system as well. This effort will require dedicated and sustained support from our Human Resources team.

The SAA also requests \$6,277,000 for the McCain-Mansfield Fellowship Program and the SFC Sean Cooley and SPC Christopher Horton Congressional Gold Star Family Fellowship Program for the Senate, established by S.Res. 442 and 443, respectively. Conversations continue with the Office of the Chief Administrative Officer of the House of Representatives for the joint operation of the programs.

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The additional FTEs requested for FY23 will support the SAA's endeavors to ensure a productive, fair, and equitable workforce throughout the SAA, and will allow us to meet our responsibilities in the administration of the new Fellowship Programs.

PAGE PROGRAM

We request 1 additional FTE to provide additional supervision of Senate Pages. The Senate Page Program provides an opportunity for high school juniors from across the nation to witness the legislative process firsthand while learning the value of public service. In September 2021, the program welcomed pages back to the Senate after an 18-month suspension due to the COVID-19 pandemic. The Page Program developed a robust pandemic management plan requiring routine testing, masking, and other precautions, which resulted in few pages testing positive for COVID-19. Page Program staff provided comfort care and meals for those pages who became positive. The Page Program provides supervision of Pages 24 hours a day, seven days a week. Proctors have expanded responsibilities and hours of work due to COVID-19 management and increased support of Pages. This FTE will allow us to provide an additional proctor for increased supervision.

In addition, Webster Hall is preparing to undergo extensive renovations that will cause the Page Program to need to relocate both the residence and the classrooms for about a year. The Architect of the Capitol is working on a facilities plan, to include the costs of this relocation of the program.

OFFICE OF SECURITY, EMERGENCY PREPAREDNESS & CONTINUITY (OSEPC)

Senate Operations Center (SOC)

We request \$716,000 and 1 additional FTE to support the SOC which serves as the information and situational awareness hub for the entire Senate community. The focus of the SOC serves to relay information on mission-critical Senate and Capitol complex activities, daily security-related events, drills and exercises, messaging, information sharing, and coordination. The SOC works with other Congressional and NCR operations centers to gather and share information, develop a common operating picture, and provide decision support to the Sergeant at Arms and Senate leadership. The SOC acts as the clearinghouse for information during emergencies, ensuring critical information is coordinated and shared with stakeholders and staff.

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Additionally, the SOC develops situation reports and briefing materials related to ongoing emergency events. The daily, non-emergency mission of the SOC is to maintain visibility on daily events, provide facilities operating status, and share routine information on activities affecting the Senate and Capitol complex as well as the NCR and Senate state offices.

Emergency Preparedness (EP)

Emergency Preparedness requests 1 additional FTE to support the creation of emergency action plans, to support and train Office Emergency Coordinators, plan emergency exercises, and develop new and updated training classes. The mission of the SAA's Emergency Preparedness team is to educate, train, and exercise emergency plans and procedures to ensure Senators 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 over 200 Emergency Action Plans in Calendar Year 2021 (CY21). 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. Emergency quick cards are available for staff to attach to their badges. For the remainder of FY22 and FY23, we will streamline the Emergency Action Plan process by moving it to an online application. We will also digitize the emergency quick cards so staff can access them via their Senate devices.

We assisted 26 Senate offices and committees complete their Continuity of Operations (COOP) plans, strengthening the Senate's ability to continue performing its essential functions during and after disruptive events. We also remained focused on working with offices on their pandemic response, answering questions and tracking office staffing levels throughout the pandemic.

In the past year, approximately 1,700 Senate staff attended virtual or self-paced EP training. New to our virtual training portfolio is the self-paced Escape Hood and EP training. For FY22 and FY23, we plan to create virtual self-paced trainings on Active Shooter, Office Emergency Coordinator responsibilities, Personal Preparedness, and mini life-safety protective actions videos. This Congress, we have conducted large scale life-safety training exercises evacuation due to an internal threat (fire), and evacuation due to an external threat (airspace intrusion).

Staff in the Senate Child Care Center, Webster Hall, and the Postal Square building participated in a Shelter in Place exercise simulating an active shooter by following their

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procedures listed within the Emergency Action Plan for this event. We also conducted training in the Senate Chamber to review and reinforce the execution of our Chamber Protective Actions. The exercise covered Chamber procedures during an external threat, an internal threat (shelter in place), evacuation, and relocation to the CVC Briefing Center.

For FY22, we will offer Chamber Protective Actions training to Senators and key Senate staff such as Staff Directors and Legislative Directors who spend a great deal of time on the Senate Floor. This 15-minute training will educate key personnel within the Chamber of the life-safety procedures, emergency equipment locations, and when and how to use the emergency equipment.

In 2022, a new individual accountability tool will be implemented, replacing the current Remote Check-In application. This will allow every Senate staff member to account for their whereabouts during an emergency. The tool we will be using sends emails and text messages that staff can simply reply to in order to let their office know that they are either away from campus, or safe on campus, or enroute to the office gathering places.

Security, Planning & Police Coordination (SPPC)

We request 1 additional FTE to coordinate law enforcement support for the Senate community. Our efforts during CY21 included coordinating 1,076 Senate campus access requests including security coverage for 634 committee hearings and 83 Senate-specific security support requests, such as security sweeps and security modifications of office space. Further, SPPC partnered with USCP to support 24 residential security assessments for Senators. This team also conducts Security Awareness Briefings for Senate offices.

Real-time situational awareness is maintained through the Command Center Duty Representative stationed in the USCP Command Center. We maintain a presence in the Command Center whenever the Senate is in session, and during normal business hours during recess periods. The SPPC monitored approximately 791 security events through this program in 2021.

Risk & Threat Management

We request 3 additional FTE to support an expected increase in Senator-specific requests throughout FY23 similar to the significant increase in personal security requests observed in FY21 following the events of January 6th. These additional personnel are needed to increase

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engagement with law enforcement and the intelligence community and obtain information needed to make operational decisions, as well as support additional core functions such as Law Enforcement Coordination for Senate events held throughout the country, as well as an open-source threat monitoring. These FTEs will participate in offsite taskforce meetings and assignments focusing on trends regarding domestic and international incidents, as well as threat information related to Senators, their families and the US Capitol complex.

SAA collaborates with USCP and other law enforcement agencies to ensure appropriate notification and communication with specifically targeted Senators and staff while continuously monitoring, evaluating, and conducting vulnerability, risk, and threat assessments to determine and apply suitable security measures and protective operations coverage. In 2020 and 2021, we tracked, monitored, and updated Senators and staff on almost 600 active criminal threat cases compared to only 154 in 2019, a 400% increase. In 2021, we discovered over 505 comments of concern, which were referred to USCP, resulting in more than 134 criminal threat violations.

Member Outreach & Security Coordination (MOSC)

Of the 3 FTEs requested for Risk & Threat Management, 1 FTE will provide increased security support to Senators and staff in the District of Columbia (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; overseas travel assessments and coordination; tools for off-campus safety and reporting procedures; SAA security training initiatives; and overall security posture enhancements.

MOSC engaged in active outreach and discussions regarding active threats and criminal cases directed at Senators 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 by MOSC to ensure Senators 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

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local law enforcement contact information. Through this extensive outreach initiative, MOSC has completed approximately 300 law enforcement coordination and assessment requests, 813 law enforcement escort and travel notification requests, and 25 rest overnight notifications and enhanced patrols during the first half of FY22. The total number of travel escort support jumped from 200 requests in 2020, to over 1,600 in 2021. This represents an 800% increase, and we are on track to exceed those total requests in FY23. The SAA will benefit from an additional specialist by ensuring Senators' fluid schedules and security requests are handled in a timely manner, beyond core business hours.

State Office Operations

We request \$470,000 and 3 FTEs to support a proposed expansion of the Federal Protective Service Protective Security Officer (FPS PSO) program. This expansion will extend federally contracted security guards to select commercial state offices. The proposed FPS PSO expansion will provide on-demand, event, or threat-based security to select commercial state offices. This support would be available with a 48 to 72-hour response time for offices that are pre-enrolled in the program (enrollment requires landlord approval, staff training, and confirmation of FPS PSO availability to support in the requested market). Our request supports a minimum of one-third of commercial offices for a two-week period every year.

In addition, we request funds to reimburse FPS for conducting facility security assessments (FSAs) at commercial facilities housing state offices across the country. This proposed assessment program will identify potential security risks in commercial facilities, allowing the SAA to mitigate them through the installation of customized countermeasures or the removal of unsuitable offices from the SAA portfolio. This request covers one-third of existing commercial spaces and facilities, with the plan to repeat the request annually and complete all initial reviews by CY26. After the initial reviews, security assessments will occur for each new commercial space and facility or if the Senator maintains the space over a period of one term (six years).

We appreciate the Committee's support in FY21 to adequately fund the state office rent program, reimbursement to the General Services Administration (GSA) for federal occupancy agreements, and standard increases in FPS security costs for Senate offices housed in federal buildings. The SAA works closely with commercial landlords, the GSA, and the FPS to ensure Senator's operational and security preparedness needs are met in their state offices. As of February 2022, we supported 458 state offices for rental payments;

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renovations; installation, maintenance, and monitoring of physical security measures; and emergency supplies and security preparedness planning and training.

In CY21, the SAA completed 99 unique state office projects coordinating construction, security, furniture, equipment, and delivery of IT services. This higher-than-average workload was the result of considerable backlog related to ongoing COVID-19 restrictions throughout the country. We are again anticipating a high number of projects, as we move into an election year and support numerous transitions. 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 Senators and staff, and leaning forward to provide customized security systems, monitoring services, and enhanced office security construction designs to state offices without affecting Senate office budgets. Currently, over 98% of state offices have adopted some level of SAA-recommended and funded security enhancements.

In CY21, we provided initial physical security enhancements for 11 state offices and enhanced existing security for 18 others. Maintaining state office security systems in good working order is a priority, and to support this effort our team conducted over 593 service calls to address issues, conduct inspections, and recommend improvements in state offices.

We believe that EP training and familiarity with security equipment equates to higher levels of compliance and readiness. In CY21, the State Office Operations team offered twice-monthly emergency preparedness webinars and worked closely with USCP on state office SABs, offering both onsite and virtual options due to ongoing COVID-19 related travel restrictions. Our team also introduced two new training classes: Security and Emergency Preparedness Review and Unwanted Activity in State Offices. Since the deployment of these new courses, 431 Senate state staff have participated in training and detailed security reviews. This represents a greater than 300% increase in attendance over the last calendar year. Our focus on state office readiness remains a high priority as we move into FY23.

In addition, we remain focused on assisting state offices contending with the operational impacts of the COVID-19 pandemic. In CY21, State Office Operations worked closely with state offices around the country, ensuring they had the resources needed to continue operations and serve their constituents. Since the pandemic began, our team has coordinated 189 enhanced cleanings of state offices (many as a result of confirmed or suspected COVID-19

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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 133 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 nearly 162,000 face coverings and distributed thousands of bottles of hand sanitizer, as well as sanitizing wipes, disinfectant spray, and nitrile gloves to state offices. Most recently, our team led efforts to distribute over 4,000 COVID-19 rapid home test kits to state office staff. Our State Office Supply Program will continue in CY22.

Access Control and Transportation – ID Access

We request 1 additional FTE to allow us to hire an identification specialist. The Senate ID Office issued 17,600 new and updated Congressional and Press identification badges to 14,700 customers in FY21, including Senate staff, support personnel, and credentialed media. 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 digital signatures in FY22.

The SAA has started the evaluation process for upgrading badge production software to replace end of life system. Smartcards used for digital signatures in the Senate financial management system have been offered to all Senate offices, committees, and support offices. We are actively researching additional uses for Smartcards, such as point of entry, email encryption and two-factor secure remote network access in FY22.

Access Control and Transportation – Parking Operations

The SAA purchased new permit printers and tablets to enhance onsite customer service in FY21. In FY22 and FY23, we will purchase additional handheld devices and the necessary software for these devices to instantly identify vehicles by scanning permit barcodes or license plates, capturing photos, documenting, and printing parking violations and any other associated issues.

Access Control and Transportation – Fleet Operations

The SAA operates the Senate Daily Shuttle service, and provides the Senate with emergency

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transportation and logistics support. The SAA fleet includes trucks, vans, buses, SUVs, electric vehicles, handicapped-accessible vehicles, and Segways. Due to COVID-related reductions, the SAA Shuttle Service resumed in September of 2021, transporting more than 1,800 passengers through December 2021. Levels are expected to increase as Senators and staff are vaccinated and return onsite. In addition to staff regularly sanitizing vehicles, the SAA has procured anti-bacterial air filters for passenger buses. Fleet Operations plans to exchange several obsolete vehicles for leased vehicles saving funds for the Senate.

SUPPORT OPERATIONS

Printing, Graphics & Direct Mail

While we are not requesting additional funds this year for Printing, Graphics and Direct Mail (PGDM), this department plays a role in constituent mail and newsletters, printing Floor Charts, document digitization and preservation, logistics, and secure offsite transfer of Senate material.

PGDM is focused on providing services to Senate offices that enhance the customer experience and respond to customer needs. They will roll out an innovative Storefront in the summer of 2022 that enhances the customer experience of ordering services from PGDM, and streamlines back in processing, saving time, money, and supplies.

One of our most successful pandemic innovations is digitization of incoming constituent mail and 81 Senate offices are using this service. For the next iteration, PGDM has begun to research indexing technology that will allow staff to use keywords to search for digital mail quickly. The other successful pandemic innovation remote flag processing. PGDM continues to innovate this process and is working with stakeholders in the Secretary of the Senate, the House of Representatives, and the Architect of the Capitol to streamline the process of ordering, flying and shipping flags. As of March 2022, 87 offices have participated in remote flag processing.

In FY21 and FY22, PGDM implemented a digital inkjet press, allowing for personalized designs, while lowering the cost of materials and reducing setup time. This new technology has drastically improved productivity while accommodating the demand for smaller, more frequent print requests.

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PGDM recently implemented a heat press that will generate professional quality products such as table coverings to provide Senate offices with better visibility at Town Hall meetings and other events. Since February 2022, 6 Senate offices have requested custom printed table coverings. PGDM anticipates requests for this service to increase in FY23, as the heat press portfolio of services is gradually built out in response to the needs of the Senate community.

Senate Post Office

Level funding is requested to support the Senate Post Office. The Senate Post Office staff screens and delivers mail and packages to more than 180 locations within the Capitol complex, while providing a messenger service to multiple locations throughout the Washington metropolitan area. In FY21, the Post Office safely processed and delivered more than 7.1 million incoming mail items, while intercepting 19 suspicious mailings that required an immediate response by the USCP. We prevented delivery of an additional 1,569 mailings bearing characteristics with the intent to disrupt Senate business and requiring further scrutiny by USCP.

During the pandemic, we established a free forwarding service for state offices. Working in conjunction with the United States Postal Service, this free forwarding service has assisted with the safety of staff during the pandemic and enabled Senate staff to quickly obtain constituent mail and promptly respond. The Senate Post Office sorts mail for 81 Senate and Committee offices and delivers this to PGDM to be digitally imaged and returned to the office electronically.

With support of the Secretary of the Senate, and approval from the Senate Rules Committee, the Senate Post Office will begin accepting passport applications in the summer of 2022. The Senate Post Office has been approved, by the State Department, to be an official Passport Issuance Office through their Special Issuance Passport Program (SIPP). We will soon be able to offer official travel and tourism passport services for Senate members, staff, and their immediate families. Beginning this month, the Senate Post Office offers notary services to the Senate community, augmenting services provided by the Disbursing Office.

Facilities Management

Level funding is requested for the Facilities Management services to provide oversight of facility projects throughout the Capitol Complex and offsite facilities. During FY21 and FY22, the

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Facilities Management team conducted a workplace study for SAA staff and contractors. The goal remains to more efficiently use the amount of space provided within the Senate office buildings and accurately gather requirements for additional space, as the lease of the Postal Square building nears its end. The study collected data of all SAA employees and onsite contractors, as well as Secretary of the Senate (SECSEN) staff located at Postal Square. This encompassed surveying 14 buildings and collecting work statuses for over 900 individuals. Recommendations were provided to classify some spaces as shared, either in a hot or hoteling configuration, and reassign other spaces, to best utilize all allocated space. Facilities Management looks to finalize a space reservation system, to provide staff with the ability to reserve space within areas that best suit their requirements when onsite. The requirements for leased space are being reviewed and the group looks to work with the AOC and GSA to identify locations that would accommodate onsite staffing levels.

Photographic Services

Level funding is requested in FY23 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. Having surveyed Senate offices, Photographic Services has begun the procurement of a new photo browser, which will be more modern and customer friendly. This will give the Senate community access to a unified repository of photographs with the ability to order a preexisting or uploaded image. In FY21, our staff covered 1,864 assignments, photographing nearly 54,000 images, producing more than 18,000 photo prints, and coordinated scanning for end of term archiving of more than 84,000 photo images for Senators leaving office. We are providing the same level of service in FY21 with consistent funding.

Joint Office of Training & Development

Level funding is requested for The Joint Office of Training & Development. The Joint Office of Training & Development provides training, coaching, and professional development to Senate staff. During FY21, Training & Development was able to provide remote training classes while continuing to offer development instructions to individual Senate offices. The office provided 270 online classes and facilitated 173 conversations, one-on-one coaching, and consultations. The office interacted with 4,332 Senate staff through these services. In FY23, the office will

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design and implement additional online resources for training through the new Cornerstone software suite of tools, which will allow Senate staff to optimize efficiencies across departments working on performance, learning, compensation, and succession. Once the initial training is complete, the office will focus on providing multimodal learning tools that enhance staff productivity within the learning-portal of the new Cornerstone software suite.

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

Although the pandemic restrictions forced the Senate Wellness Fair to be cancelled in FY21, we are investigating options to expand online wellness to Senate staff in FY22, while also providing access to onsite wellness resources and activities.

Health Promotion coordination with the American College of Surgeons (ACS) and the Stop the Bleed Coalition provides vital bleeding control training for DC Senate staff. ACS cancelled the in-person training in 2021 and will look to offer a virtual training for Senate staff in FY22, and a planned return to in-person training in FY23.

CONCLUSION

Thank you for your support of the SAA and for the opportunity to discuss the SAA's FY23 budget request. This budget remains focused on my three primary lines of effort - hardening the Senate's physical and cyber security, developing innovative solutions to modernize the Senate, and strengthening our support to the operational needs of the Senate community. With this strategy driven budget, we are prepared to proactively plan for future events.