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

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INTRODUCTION

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

For fiscal year 2019, the SAA requests a total budget of $210,752,000. This request represents a modest 1% increase from the fiscal year 2018 enacted budget. Since that time, we have realized significant cost savings from staff buyouts completed in 2013 and 2016 and from rigorous contract management and restructuring, while continuing to provide critical, high-quality services the Senate community has come to expect. Our customer satisfaction levels remain high and we remain good stewards of the funds entrusted to us.

Leading the efforts of the SAA is an outstanding senior management team, including my Deputy Jim Morhard; Assistant SAAs Dick Attridge (Protective Services and Continuity), John Jewell (Chief Information Officer), Mike Chandler (Operations), and Krista Beal (Capitol Operations); General Counsel Terence Liley; and Chief Financial Officer Robin Gallant. 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 SAA office.

PROTECTIVE SERVICES AND CONTINUITY

EMERGENCY PREPAREDNESS

We designed our plans and procedures to safeguard the life safety of Senators, staff, and visitors by equipping them with the tools and training to respond to emergencies. Our primary objective is to ensure the Senate continues its essential functions following emergency events.

During 2017, the Emergency Preparedness office worked with Senate offices to update 106 Emergency Action Plans using guidelines from the Congressional Accountability Act. We supplied kits, annunciators, and escape hoods, as well as ensuring Member suites displayed evacuation maps with routes and elevator locations for mobility-impaired individuals. New Member offices received personalized training on emergency preparedness procedures, personnel accountability, and equipment use. We distributed *Emergency Preparedness Quick Reference Guides* to familiarize Members and Office Emergency Coordinators with critical information about responding to threatening situations and emergency events, and to highlight key actions necessary during life safety events. We also assisted 26 Member offices and committees with

drafting Continuity of Operations (COOP) plans, strengthening the Senate's ability to continue performing its essential functions during and after disruptive events.

We conducted 280 classes, training over 3,800 staff on a variety of topics including responding to active shooters, protective actions, emergency action planning, and ALERTs/Remote Check-in procedures. The "Responding to an Active Shooter" class taught with the U.S. Capitol Police (USCP) provided participants with an understanding on how to react and what to expect from law enforcement. Moreover, we hosted more than 180 visitors at our annual Preparedness Fair, which provided information about resources available in the National Capital Region.

The readiness and protection of Senators, staff, and visitors within the Senate Chamber continues to be a primary focus. We worked with USCP to conduct a full-scale exercise to validate the *Chamber Emergency Action Guide*. The exercise included more than 250 participants, many from Member offices. Participants responded to a variety of scenarios, including aircraft intrusion, rapid building evacuation, and active shooter simulation inside the Chamber, all resulting in staff taking rapid protective measures.

We manage Alternate Chamber and Briefing Center planning efforts for the Senate, and constantly aim to improve offsite capabilities should relocation become necessary. We conducted a multi-day, full-scale exercise of the Alternate Chamber at Ft. McNair to confirm the location's viability. This exercise included participation from approximately 40 Member offices and committees. The Emergency Preparedness office also developed and implemented the Capitol Visitor Center (CVC) COOP Program, allowing the Senate to use this space during a continuity event.

In collaboration with USCP, we continue to conduct annual evacuation, shelter in place, and internal relocation drills to familiarize staff with effective life safety responses in emergencies. We supported more than 30 drills that included the Capitol, CVC, Senate office buildings, Senate Page School, Employee Child Care Center, and Postal Square. Many of these exercises were "no notice" to create a more realistic response to emergency events. In FY 2017, we conducted our first aircraft security threat evacuation drill for Senate office buildings, requiring staff to evacuate their buildings and move farther away from the Capitol than they normally would. We also conducted an internal relocation drill during a non-recess week to evaluate realistic staff levels that would relocate to these sites. Feedback from both exercises was overwhelmingly positive and we were able to make improvements to our plans based on lessons learned.

We partnered with the USCP, House, and Architect of the Capitol (AOC) to acquire and roll out the Joint Emergency Mass Notification System (JEMNS), the first joint alert notification system on Capitol Hill. JEMNS adds desktop pop-up features and smartphone applications to convey critical life safety notifications to the Capitol Hill community. The final product eliminates the need for legacy notification systems, saving the Senate approximately $400,000 a year. In 2018, JEMNS will be expanded to include the Library of Congress (LOC). During FY 2019 we will lead the Joint Audible Warning System (JAWS) project to replace the outdated annunciator system in order to project audible life safety alerts throughout office spaces. JAWS will make it easier for USCP officers to communicate life safety messages in areas not supported by the Public Address System. Project expenses will be shared with the House, USCP, AOC, and LOC, allowing for potential volume discounts and reduced infrastructure costs.

To ensure we can handle call volumes from friends and family of staff affected by a mass casualty event, we led an effort between the Senate, House, USCP, and AOC to award a joint contract for comprehensive Call Center services at a cost savings to all stakeholders.

Staff communications, when executing emergency plans, remains key in achieving successful outcomes, especially while deployed at continuity sites. We are finalizing plans to modernize an outdated radio system and permit multi-agency interactions on encrypted equipment during exercises and real-world events. We are working with Executive Branch agencies to acquire secure, interoperable mobile devices that provide classified communication capabilities for officers and emergency response staff. We are also collaborating with the House, USCP, AOC, and LOC to update and manage joint continuity communications plans and procedures.

Finally, to improve the ability to prepare for and respond to life safety and COOP events, we are converting several vendor support staff to full-time employees, eliminating two major contracts valued at $900,000 and saving approximately $100,000 annually. This conversion will allow us to better retain talented staff and add capabilities and skillsets for unclassified continuity facilities and life safety emergency planning.

CONTINGENCY PROGRAMS

My team continues to develop and refine contingency plans in collaboration with the Joint Congressional Continuity Board and with Executive Branch agencies to sustain a common approach to preparedness. We developed an inter-branch Memorandum of Agreement ensuring organizational interests are represented across the continuity arena. Further, the completion of a Joint Congressional Continuity Strategy document was a major milestone achieved last year, to ensure Congress can meet its Constitutional obligations and perform its essential functions under any circumstances. Another successful continuity initiative includes the completion of robust contingency site plans and expanded site capabilities stemming from collaboration between the Senate, House, and USCP. We are making significant progress on developing an austere capability that greatly improves the Senate's readiness posture.

We continue managing a comprehensive Senate exercise program to routinely practice and validate plans. Last year, we conducted 23 exercises covering all aspects of continuity, including Mobile Assets, Alternate Chamber, Chamber Protective Actions, Emergency Operations Center, Briefing Center, communications, transportation, continuity staffing, evacuations, internal relocation, shelter in place, alert notifications, and continuity of government. Our planners provide an objective, independent analysis of life safety and continuity programs and assist in the validation and improvement of actionable plans by identifying strengths, weaknesses, and lessons learned through no-fault environments. This approach ensures program objectives are met in a manner that continues to benefit Members and staff.

SECURITY PLANNING AND POLICE OPERATIONS

This office provides security and law enforcement support for the Senate community in Washington, D.C., and over 450 state offices. In FY 17, we coordinated 1,508 Senate campus access requests—an increase of eight percent. Further, we worked with the Committee on Rules and Administration and USCP to publish numerous door and barricade restrictions during recess periods, special events, and holidays. Additionally, we coordinated security coverage of 538 committee hearings, a 40% increase over the previous year, and conducted four Member residential security assessments.

We also provide situational awareness through USCP Command Center support. During FY 2018 we transitioned from a contract to full-time staff who are on duty while the Senate is in session and during periods of recess. Approximately 480 incidents and events, a 31% increase over the previous year, were monitored through this program last year. Security oversight and coverage

during the Inauguration, State of the Union address, summer concert series, and various joint sessions of Congress was also conducted.

The State Office Readiness Program provides security systems and enhanced office security construction designs—as well as preparedness equipment, training, and services—to approximately 450 state offices without impacting Member office budgets. During 2017, the program provided physical security enhancements to 35 new Member state offices, as well as enhanced security in 21 existing offices. The program also trained nearly 300 Office Emergency Coordinators, staff, and interns through 24 online classes and webinars. We continue supporting state offices to comply with the Congressional Accountability Act in their emergency action and Continuity of Operations plans through coordinated development and storage of their master documents. In 2018, we will initiate a program to notify state offices of potential protest activity.

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. This ensures appropriate mitigation and prevention strategies are deployed for protecting the safety and security of the Senate, domestically and abroad.

Growing social media platforms and the availability of open source materials has allowed individuals to spread malicious intents and activities to a wide-ranging audience. Intelligence and Protective Services thus proactively monitors and analyzes platforms for potential threat activity as well as engages with community partners and subject matter experts to maintain security-related situational awareness in an effort to deter malicious acts against Members, their families, staff, and associated locations.

Our office collaborates with USCP and other law enforcement to ensure appropriate outreach and coordination for specifically targeted Members and staff. Further, we monitor, evaluate, and conduct vulnerability, risk, and threat assessments to determine and apply suitable security measures and protective operations coverage. We conduct situational awareness outreach for the Senate community regarding significant upcoming events or planned activities around the Capitol complex and state offices to prevent adverse impacts to Senate business. Finally, we partner with USCP and other agencies to support contingency and oversee security operations planning to ensure incident management and response action plans are in place.

INFORMATION TECHNOLOGY

CYBERSECURITY AND RESPONSE

The SAA is in the third year of transforming the Cybersecurity Program from being reactive to becoming proactive. In 2016, gap analysis identified personnel and process shortfalls subsequently addressed in the 2018 budget request. We intend to capitalize on this throughout 2018 and 2019 with the additional FTEs provided in the FY18 budget request.

We continue to focus our efforts on cyber threats. Last year, we implemented a robust Cybersecurity Awareness Program providing real-time, actionable information to users. While technical solutions such as firewalls, anti-spyware, and anti-virus go a long way toward protecting information, end-users are still the first and most effective line of defense.

To help ensure Senate staff are best prepared for this important responsibility, we provide Cyber Awareness sessions to member offices, to include state offices, and committees. For example, we sponsored the October Cybersecurity Awareness Month focusing on social media topics to instill security awareness when using these applications. Throughout 2018 and 2019, we will continue to increase training and resources to the Senate offices.

We are undergoing a shift in focus toward cybersecurity risk in 2018 and will provide risk reports to assist offices in lowering their risk. In 2017, we provided 86 reports, identifying vulnerabilities requiring remediation, to Member offices. Throughout 2018 and 2019, we will refine and improve this reporting by conducting cybersecurity audits and identifying personnel requiring cybersecurity training. These audits will identify and measure vulnerabilities based on risk. Further, we will have audits performed on the Cybersecurity Department to determine how effectively the Cyber Security Operations Center can detect, react, and recover from cyber threats. This will provide leadership a more holistic review as to the resiliency of the entire Cybersecurity Program.

CIO SECURITY ENHANCEMENTS

We are working with offices on the multi-factor authentication effort to identify business needs for enhanced security. This past year, we worked with office representatives to understand their concerns and requirements. We then surveyed the marketplace for possible solutions. We are developing a procurement strategy to identify the best solutions for the Senate.

In response to office requirements, the SAA conducted an analysis for a Credential Management Solution. We validated the requirements with Member and committee offices and SAA stakeholders. We selected and implemented a solution to secure and manage passwords and other user authentication information based on the Senate's business and technical requirements. The Credential Management service was made available to all offices in March 2018.

In response to an ongoing need for increased security of privileged accounts, we expanded enrollment of SAA staff credentials with administrative access to highly valuable data into our Privileged Access Management solution (PAM). 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. We have fully enrolled user credentials for all administrators of our network authentication, messaging, enterprise mobility management, and Virtual Machine Infrastructure systems, as well as the administrators of numerous cybersecurity threat detection and management systems. We are expanding PAM services to offices for the protection of their most sensitive systems administration accounts, including the accounts used to administer their Constituent Services Systems.

We maintain the digital identity data that supports IT-related business requirements of the Senate. In maintaining the authoritative source of digital identity data for the Senate community, we process over 8,000 identity requests and credential matching tasks annually. The mature Identity and Access Management (IAM) program under development will enhance data security by centralizing the on-boarding, identity maintenance, access, and de-provisioning of identities requiring access to applicable Senate systems. We are beginning the multi-year implementation of a software suite that will automate 90% of the aggregation tasks (identity requests and credential matching). Automating on-boarding, de-provisioning, and digital identity lifecycle tasks will greatly improve the productivity of Senate offices by reducing the administrative burden associated with hiring, terminating, and transferring personnel.

The CIO supports the IT portion of our Continuity of Operations programs through a variety of IT-related functions. This support includes our Mobile Communication Vehicles, network and phone communications for Alternate Chamber Operations, Leadership Coordination Centers, Emergency Operations Centers, and Briefing Centers.

ENTERPRISE AND NETWORK SERVICES

We remain focused on increasing connectivity speed in both the state Senate offices and the Senate D.C. campus. We have completed the migration to broadband internet service for state offices, providing these offices significant increases in bandwidth at each of the 450-plus locations. The increased bandwidth also supports emerging technologies such as improved video conferencing capabilities. The Senate wireless network comprises over 1,180 wireless access points supporting, on average, 3,500 concurrent users per day in 12 campus buildings and multiple state offices. State office access point purchases have increased 30% over this last year. We have installed just under 30 additional access points throughout the Senate Complex and increased the 5 GHz channel width to improve the user experience, adding additional redundancy and bandwidth.

As a part of our five-year data center plan, we switched our primary and alternate data centers, making our Virginia data center primary and Capitol Hill data center the alternate to support continuing operations plans. We are in the process of researching feasibility of moving our alternate data center to a Legislative-owned building on Capitol Hill. For 2018 and 2019, the focus will shift to adding additional redundancy within the Senate data centers. We have begun by collapsing existing network connections into single pairs of switches at each location and aggregating all internal services. In addition, this will prepare the network for the future where various systems will be sharing hardware, allowing for more virtualization and elasticity.

Moving over 800 Virtual Machines to the new primary data center positions the SAA to achieve improved uptime and greater system resiliency. We upgraded the Senate's Virtual Machine Infrastructure (VMI), which hosts over 1,100 virtual servers and supports nearly every Senate application. We upgraded the software supporting the VMI infrastructure, adding new functionality, additional redundancy, enhanced disaster recovery capabilities and the ability to leverage Multi-Factor Authentication. Additionally, we started the planning and assessment process to upgrade the storage platform supporting the VMI. The next storage solution will further improve performance, enabling the CIO to virtualize even the most demanding applications. With the recent improvements to the Senate's VMI, we are revisiting consolidated, virtualized Constituent Services Systems solutions to reduce the server footprint.

In response to office requests, we expanded our enterprise storage services to include Media and Archive Storage (MAS), a cost-effective solution for archival of high-capacity data. MAS provides scalable storage fora variety of file formats and can be increased or decreased based on current demand and usage. In contrast to traditional storage procurement, MAS enables us to quickly and more precisely address unknown capacity requirements that are subject to rapid change and pass lower cost to offices utilizing the service.

ENTERPRISE AND SYSTEM DEVELOPMENT SERVICES

We continue to work in partnership with the Secretary of the Senate to modernize the Financial Management Information System. Several new financial modules are scheduled for implementation this year, allowing for the retirement of legacy system components. This multi-year joint effort will continue until the financial system modernization is completed. We continue to support operations and enhancements to the PeopleSoft Senate Payroll System and Human

Resources Information System. We also developed a new feature for the Payroll Employee Self Service to allow employees the option to stop receiving paper pay advices, W2s, and Affordable Care Act forms in the mail.

We continue to manage shared resources to host office websites on senate.gov. As part of the ongoing effort to modernize the underlying senate.gov platform, we identified a solution to enable better management of the shared resources while continuing to provide flexibility and autonomy. This year, we completed the installation of OpenShift Enterprise, enabling us to define website hosting environments for each office with dedicated resources. Beginning in the spring of this year, all new websites are being deployed on the modern platform. We will continue capitalizing on this to best support our customers.

TranSAAct is our platform for doing business online and addressing the requirements of offices. Over the past year, we have continued to add functionality to TranSAAct. We completed improvements to the communications services requests and updated the ID request forms to reflect new business processes and rules. We also added the ability to review and request remote access tokens, updated the software subscription renewal pages, updated billing presentment to be more meaningful to committees; added service recipient profiles to reduce redundant data entry and updated the underlying technologies to keep pace with technology improvements. This year, we are working with stakeholders to integrate changes related to the new technology catalog and to make appropriate changes to TranSAAct based on new business processes supporting a new Identity and Access Management system.

Office Application Manager (OAM) is a secure and replicated Web-based application that provides Member offices and support organizations the ability to create and manage customized online forms such as service academy nominations and internship and fellowship applications. It also includes tools to handle requests from constituents and communicate back to them via email. In the last year, we worked with Senate staff to enhance the questionnaire customization functionality to allow offices the ability to create sub-questions so answers are more informative. This new feature will improve the offices' ability to receive more targeted and accurate responses from applicants or requestors. To date, 67 offices and support organizations have OAM accounts, with 480 questionnaires created.

IT SUPPORT COMMUNICATIONS

The SAA is responsible for the digital signage located throughout the Hart, Dirksen, and Russell buildings, under the direction of the Senate Committee on Rules and Administration. The digital signage includes interactive directory services, hearing schedules, and future graphical wayfinding capabilities and location based emergency notifications. This multi-year project will expand the signage to approximately 58 locations throughout the Senate office buildings, located at entrances, stairwells, elevators, and other high-traffic areas.

The much anticipated, multi-year effort to upgrade and modernize the state office telephony infrastructure for all 450-plus state offices is underway and the first 14 offices have been completed. It will provide each state office with new hardware, increased flexibility, a feature-rich voicemail platform, and additional security at a lower cost. The SAA onsite installation experience is increasing the SAA's view and understanding of the Senate offices' telephony needs, as well as building strong working relationships with the office staff.

We are beginning our implementation of Session Initiation Protocol (SIP) trunk lines, which will remove our dependency on Verizon for trunking, generating cost savings over the next several

years. The upgrade of several servers integral to the D.C. telephone switch will allow us to improve support and be prepared for future technologies.

While our D.C. voicemail platform has been upgraded to allow for additional features and redundancy, we are now working on expanding capacity due to increased voicemail traffic. This upgrade will spilt our voicemail platform into two separate clusters in order to dedicate additional resources for voicemail traffic, allowing for maximum capacity on each cluster while still maintaining the features, functionality, and flexibility required to support Senate offices.

Our central IT Help Desk answers approximately 11,000 inquiries from Senate users annually, taking trouble reports, and coordinating the activities of technicians who resolve problems by phone, online, and in person. During the past year, the installation team completed more than 7,000 installation projects, received a 99% score on timeliness, while the Help Desk resolved 48% of trouble tickets during the initial call.

OPERATIONS

CENTRAL OPERATIONS
Transportation and Fleet Operations

Transportation and Fleet Operations procures, manages, and maintains Senate vehicles; operates the Senate Daily Shuttle service; and provides the Senate with emergency transportation and logistics support. The fleet includes trucks, vans, buses, SUVs, electric vehicles, handicapped-accessible vehicles, and Segways. During FY 2019, we will focus on reducing older vehicle inventory with newer, more efficient vehicles to better meet the needs of our customers. In FY 2017, staff transported more than 25,000 passengers through the SAA Shuttle service.

Photography Studio

The Photo 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, accessible archive of all photos accumulated during a Senator's term in office. This application contains more than 1.5 million photo image files. In 2017, staff photographed more than 100,000 images, produced more than 64,000 photo prints, and coordinated end of term archiving of more than 77,000 photo images for Senators.

PRINTING, GRAPHICS AND DIRECT MAIL

Printing, Graphics and Direct Mail (PGDM) provides support to the Senate community through graphic design, printing, photocopying, mailing, document preservation, logistics, and security—completing more than 45,900 job requests and 2,650 various deliveries throughout the Capitol Hill campus and offsite locations during FY 2017.

As a good steward of fiscal resources, PGDM garnered notable savings for the Senate, including:

- Reducing equipment maintenance costs by $74,000 through re-negotiating contracts.

- Saving more than $1.1 million by locally producing charts for Senate floor proceedings and committee hearings in spite of a 12% increase in production.

- Saving more than $855,000 in postage by pre-sorting and discounting 3.7 million pieces of outgoing Senate franked mail.

Digital publications and multimedia are becoming an increasingly important complement to printing. In FY 2017, PGDM leveraged applications such as Adobe Creative Suite to create and host rich interactive HTML5 documents. PGDM can now create more integrated campaigns by using digital technology and creating both print and digital editions to extend our content delivery to computers, tablets, and smartphones.

PGDM has incorporated electronic forms, allowing Senate offices to efficiently convert paper-based processes (fax machines/fillable PDF submissions) to web-based service. The electronic form provides internal and external users a process to collect data efficiently and accurately, while streamlining operations such as tracking, auditing, and reporting, without having to invest in IT infrastructure or software developers. In FY 2017, the electronic State Office Form allowed Senate D.C. and state offices the ability to submit over 1,700 forms containing monthly postal charges for financial accounting purposes.

In FY 2017, PGDM's Senate Support Facility upheld the SAA mission for operational security by receiving 5,381,526 items from the U.S. Capitol Police offsite inspection facility and transferring them to the Senate Support Facility. This process eliminated 423 truck deliveries to the Capitol Complex, reducing traffic and allowing the USCP to focus on other aspects of safety.

SENATE POST OFFICE

The Senate Post Office's workforce tests and delivers mail and packages to more than 180 locations within the Capitol Complex, while providing a messenger service to multiple locations within the Washington metropolitan area. In FY 2017, the Senate Post Office safely processed and delivered 11.9 million incoming mail items. The Government Accountability Office reimbursed the SAA $11,000 for screening their incoming U.S. Postal Service mail. The Senate Post Office purchased 150 additional mail-screening workstations for Senate state offices to replace older units. Additional mail screening workstations will be purchased in the next year to ensure availability of the most current equipment for all state staff.

CAPITOL FACILITIES

Capitol Facilities supports the work of the Senate by providing a clean, professional environment in the Capitol for Senators, staff, and visitors. 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. It also provides framing services for Senate offices and committees. Focus continues on realizing cost savings and improved efficiency, while not sacrificing service. Capitol Facilities has combined job specialties and engaged in cross-training employees to ensure services are maintained at the highest level. Current initiatives include ongoing upgrades to our online work order system to notify staff of new work orders, track workloads, and provide 3D furnishing floorplans to Senators for use in their Capitol offices.

OFFICE SUPPORT SERVICES

The State Office Liaison staff serve as the conduit between Senate offices and commercial landlords, or the General Services Administration for Senate offices in federal facilities, overseeing 450 state offices. Managing this important program helps assure every Senator's ability to meet the growing needs of their local constituencies.

CAPITOL OPERATIONS

Ensuring that our customers—both internal and external—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 ensures the Senate's work remains accessible to the public. During 2017, the Recording Studio provided 1,166 hours of gavel-to-gavel coverage of Senate floor proceedings and continues to provide technical support for live streaming and archiving of the proceedings on the Senate's website, www.senate.gov. Last year, the streamed proceedings were viewed 6.02 million times, an increase of 180% over 2016. Additionally in 2017, 586,295 unique visitors visited the site, an increase of 239% over the previous year. To keep the quality of this production in line with current standards, the studio upgraded the Senate floor audio system in 2017. The Recording Studio also broadcast 750 Senate committee hearings in 2017, a 38% increase over 2016. The studio coordinates with Voice of America, the Department of State, and other agencies to provide these hearings to a larger audience. Another priority of the Recording Studio is to enable Senators working in D.C. to communicate with their constituents back home. During 2017, the studio produced 1,037 television productions, an increase of 29% over the previous year. Additionally, the studio produced 1,308 radio productions, a 46% increase over 2016.

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.

The four Senate Media Galleries ensure the news media can conduct business efficiently, safely, and in a manner consistent with Senate rules. The unique structure of the Media Galleries, dating back to the earliest days of the Senate, requires close cooperation with the Standing and Executive Correspondents' Committees, the USCP, and press secretaries and communications staff of Senators' offices and committees. Media Gallery staff facilitate media credentials and arrange for more than 7,000 members of the news media to cover the Senate each year. In the past year, the number of media credentials issued has risen 18%.

Daily Press Gallery

Last year, the Daily Press Gallery issued credentials to approximately 1,600 journalists. As custodians of the largest press complex on Capitol Hill, the gallery staff serve more than 100 reporters who work in the Press Gallery on a regular basis. Gallery staff control access to the Press Gallery inside the Senate Chamber and ensure gallery rules are followed. They coordinate with Senate committees on press coverage for hearings and other events around Capitol Hill. The staff remain 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).

Periodical Press Gallery

The Periodical Press Gallery supports the news media working for non-daily periodicals and their online publications. Media presence on Capitol Hill has increased dramatically over the past year, and gallery staff help maintain crowd control in the Senate subway and the Ohio Clock Corridor during votes and party caucus meetings. Gallery staff continue to process new press applications in consultation with the Executive Committee of Periodical Correspondents, and renew press credentials for approximately 1,200 correspondents. The staff remain focused on streamlining communication with gallery members and Senate staff. For example, the number of followers to the gallery's Twitter account (@Senate PPG) grew over 23% in 2017 to 7,486 followers. These efforts help drive traffic to the gallery's website, where information on Senate floor proceedings, the credentialing process, and Senate factoids are consolidated.

Press Photographers Gallery

The Press Photographers Gallery supports 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 for both Houses of Congress. During the past year, gallery staff supported press logistics at many high profile hearings and events. The gallery staff work with other SAA offices, the U.S. Capitol Police, and Senate offices to ensure press photographers have access without interfering with the duties of the Members. Additionally, the gallery is fine-tuning the press logistics for Continuity of Government plans.

Radio and Television Gallery

The Radio and Television Gallery serves as the Senate's primary contact to the broadcast news, ensuring the Senate's broadcast coverage rules are followed. Gallery staff function as liaisons between Senate offices and the broadcast media. In 2017, staff assisted in organizing coverage of more than 200 news conferences, 1,400 committee hearings, 160 photo opportunities, and 40 special events—a significant increase over the previous year. The gallery issued credentials to approximately 4,000 television and radio reporters, producers, and technical personnel. The gallery also maintains the studio and technical infrastructure Senators use for news conferences.

SENATE DOORKEEPERS

Senate Doorkeepers play a critical role in supporting the legislative process. They 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 ensure people from around the world can visit the Senate Galleries safely. Doorkeepers are also tasked with emergency preparedness roles, and balance the dual priorities of maintaining access and preparing for emergency situations.

SENATE APPOINTMENT DESKS

The Senate Appointment Desks are responsible for processing thousands of guests who enter the Capitol each year for business meetings or other purposes in a safe and efficient manner. During 2017, approximately 220,000 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 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.

SAA HUMAN RESOURCES

The SAA Office of Human Resources provides personnel services and advice to SAA managers and employees. In addition, SAA Human Resources provides workers' compensation, ergonomic assessments, Americans with Disabilities Act accommodation requests, and recruitment services to the broader Senate community. During FY 2017, the Senate Placement Office received 590 requests for recruitment assistance from Senate offices and processed 29,304 resumes, with 2,088 resumes collected and referred. Overall, in FY 2017, the Placement Office processed 35,435 resumes from applicants for Senate employment.

SENATE OFFICE OF EDUCATION AND TRAINING

The Office of Education and Training ensures all Senate staff have the resources and skills needed to perform their jobs. In 2017, nearly 3,000 staff attended in-person classes and over 1,400 attended online classes. The office facilitated three conferences for over 170 state staff, and provided customized training, facilitation services, and coaching to Members, committees, and support offices, in which more than 2,000 staff members participated. This year, the office plans to continue to offer leadership development, introduce training opportunities for administrative directors and chief clerks, and increase the library of online lessons.

The Health Promotion section within Education and Training provides mandated health promotion activities and events for the Senate community. Each year, the office coordinates and hosts the two-day Health and Wellness Fair. In 2017, more than 2,100 staff participated in health promotion activities, which included screenings for glucose, cholesterol, and blood pressure; exercise demonstrations; and seminars on topics including healthy eating and cancer prevention.

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 2017, nearly 1 in 20 Senate employees used the services of an EAP counselor; 181 employees took an online mental health screening; 31 managers requested a supervisory consultation; 2,862 employees attended an EAP training activity; and 1,593 employees' accessed resources for personalized information and referrals addressing childcare, parenting, adult care, aging, education, legal concerns, and/or financial issues.

CONCLUSION

The SAA organization is composed of a diverse array of departments. 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, the Legislative Branch must be able to function efficiently in an effort to create and pass legislation. To do so, the Senate SAA must and will provide the needed services that allow the Legislative Branch to function.

Appendix A

Fiscal Year 2019 Budget Request

Office of the Sergeant at Arms - United States Senate

FINANCIAL PLAN FOR FISCAL YEAR 2019

($000)

	FY 2018 Enacted	FY 2019 Request
General Operations & Maintenance		
Salaries	$78,565	$84,157
Expenses	71,116	68,259
Total General Operations & Maintenance	$149,681	$152,416
Mandated Allowances & Allotments	42,188	43,759
Capital Investment	9,590	7,851
Nondiscretionary Items	7,182	6,726
Total	$208,641	$210,752
Staffing	910	920

To ensure that we provide the highest levels and quality of security, support services, and equipment, we submit a fiscal year 2019 budget request of $210,752, an increase of $2,111, or 1.0%, compared with fiscal year 2018. The salary budget request is $84,157, an increase of $5,592, or 7.1%, and the expense budget request is $126,595, a decrease of $3,481, or 2.7%. Staffing is expected to be 920 FTEs.

We present our budget in four 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 $84,157, an increase of $5,592, or 7.1%, compared with FY 2018.

The **General Operations and Maintenance Expenses** budget request is $68,259, a decrease of $2,857, or 4.0%, compared with FY 2018.

The **Mandated Allowances and Allotments** expense budget request for FY 2019 is $43,759. This budget supports state office rents at $18,170; purchase of computer and office equipment at $8,725; maintenance and procurement of member office constituent mail services system at $7,150; voice and data communications for Washington, D.C., and state offices at $4,800; recording studios at $2,100; state office security enhancements at $1,641; wireless services and equipment at $988, Appropriations Analysis Support System at $100, office computer supplies at $65 and PCs to schools at $20.

The **Capital Investments** expense request for FY 2019 is $7,851. This budget includes funding for Recording Studio equipment upgrades at $2,300; Data Network Campus Infrastructure at $1,750; Storage Area Network at $1,000; Enterprise Systems Infrastructure $910; Network Operations Infrastructure, $306; Printing Graphics and Direct Mail equipment upgrades at $400, Wireless Network Infrastructure at $200 and Network Management Equipment & Technology Upgrade at $985.

The **Nondiscretionary Items** expense request for FY 2019 is $6,726. This budget includes support for the Payroll System at $3,199, funding to support the Secretary of the Senate for contract maintenance of the Financial Management Information System (FMIS) at $2,807, and maintenance and necessary enhancements to the Legislative Information System at $720.