

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

March 1, 2016

INTRODUCTION

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

For fiscal year 2017, the Sergeant at Arms respectfully requests a total budget of \$201,035,000. This request represents a modest 1.0% increase from the current enacted budget, but is nearly identical to our budget level from fiscal year 2008. Since that time, we have realized significant cost savings from the staff buyouts completed in 2013 and from rigorous contract management and restructuring, while continuing to provide the critical, high-quality services that the Senate community has come to expect from us. Our customer satisfaction levels remain high and we remain good stewards of the funds entrusted to us.

Leading the efforts of the office of the Sergeant at Arms is an outstanding senior management team including Jim Morhard, who serves as my Deputy; Chief of Staff Mike Stenger; Assistant Sergeants at Arms Dick Attridge (Intelligence and Protective Services), Vicki Sinnett (Chief Information Officer), Bret Swanson (Operations), and David Bass (Capitol Operations); General Counsel Terence Liley; Legislative Liaison Mason Wiggins; Democratic Liaison Scott Rodman; and Chief Financial Officer Chris Dey. The many goals and accomplishments set forth in this testimony would not have been possible without this team's leadership and commitment, as well as the dedication of the women and men who work for the Senate Sergeant at Arms office.

PROTECTIVE SERVICES AND CONTINUITY

Emergency Preparedness

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

My office worked with Senate offices to update 102 Emergency Action Plans. The Emergency Action Plan lays out specific emergency procedures that each office will follow. New Senators and their staff received personalized training on emergency preparedness procedures, alert notifications, personnel accountability, and equipment use. Additionally, new Member and spouse emergency action cards were developed and delivered to each Member and Chief of Staff. We also distributed a new *Quick Reference Guide* that condenses critical information to help staff respond to threatening situations, protestors, suspicious mail, and other emergency events.

We conducted a robust training program to ensure the Senate community is prepared to respond to a variety of emergency events at work and home. More than 4,300 staff members were trained during 222 classes covering a variety of topics, including a new curriculum designed for staff working in the Postal Square building. The “Responding to an Active Shooter” class continues to be one of our most popular trainings. The course is taught in conjunction with the U.S. Capitol Police (USCP) and is valuable for educating staff on what to expect from law enforcement throughout an active shooter event.

We work with USCP to execute annual evacuation, shelter in place, and internal relocation drills so staff are familiar with appropriate life-safety responses to emergency events that may occur on Capitol Hill. We supported 25 drills that included the Capitol, Senate office buildings, the Senate Page School, Employee Child Care Center, and Postal Square. Many of these exercises were “no notice,” which enables a more realistic response to emergency events. We upgraded our accountability equipment, database, and websites this year to improve our ability to gather data following an emergency and incorporate lessons learned.

We maintain the necessary equipment for staff to respond to emergency situations by supplying offices with escape hoods, victim rescue units, supply kits, and annunciators. We inventoried more than 270 offices and 28,000 pieces of emergency equipment this year to verify and correct functionality.

To improve our alert messaging capability, we initiated a project with USCP, the House of Representatives, and the Architect of the Capitol to acquire a joint emergency mass notification system. This project aims to improve and reduce the number of alert notification systems needed to transmit critical life safety messages throughout the Capitol complex. The goal is to reduce the time it takes to broadcast messages over numerous platforms, allowing individuals additional emergency response times. Once complete, the system will rapidly send alert notification messages to Senators and staff by email, phone call, text message, desktop computer pop-up, and smartphone applications. By collaborating with multiple legislative partners, this improved capability also provides significant cost savings to the Senate.

Communication between Senate staff responsible for executing plans during and following emergencies is critical to ensuring successful outcomes. My office set up deployable radio systems during exercises and is working on a more modern capability for expanded interactions. We are also evaluating new secure mobile communications options to replace legacy devices as technology evolves.

Contingency Programs

Throughout 2015, my staff developed and refined contingency plans as a collaborative effort with Joint Congressional Continuity Board planners and partners. To better support our Continuity of Government (COG) mission, we have transformed the way continuity equipment is procured, tracked, stored, and maintained for the Senate. We have developed a customized inventory tracking system, which includes the systematic logging and verification of materials and equipment. System effectiveness was demonstrated during several continuity-related exercises in which dozens of inventoried pallets were methodically located, loaded, transported, and unpacked in a timeframe that far exceeded requirements. Staff have also made updates to SAA logistics and inventory plans, enhancing storage methods and expediting materials deployment.

We continue managing a comprehensive Senate exercise program structured to certify plans are practiced and validated regularly. Previously coordinated by a vendor, the Senate Test, Training, and Exercise Program has transitioned to full-time Senate staff including a supervisor and three

planners. This shift has resulted in a more dynamic program that prepares the Senate for diverse emergencies and has resulted in annual cost savings of approximately \$634,000. In 2015, the Senate conducted over 20 exercises, tests, and guided discussions covering all aspects of emergency response, including Mobile Assets, Chamber Protective Actions, Alternate Chamber Operations, Leadership Coordination Centers, Emergency Operations Centers, Briefing Centers, communications, transportation, continuity staffing, evacuations, internal relocation, shelter in place, alert notifications, and COG operations.

Security Planning and Police Operations

My staff coordinates security and law enforcement support for the Senate community, including Member offices, state offices, committees, and other support offices on Capitol Hill. Our main function is to act as a liaison between USCP and the Senate community. Much of the work is done behind the scenes, but is vital nonetheless. This year's efforts included coordinating 1,040 Senate campus access requests; working with the Committee on Rules and Administration and USCP to identify and publish numerous Senate office building door and barricade openings during recess periods, special events, and holidays; and coordinating 18 office security sweeps and 9 proximity card reader installations throughout Senate office spaces. Additionally, we coordinated security coverage of 382 committee hearings, conducted 4 Member home assessments, and presented 6 security awareness briefings.

We provide staffing for the USCP Command Center support program during all hours the Senate is in session and throughout normal business hours during periods of recess to allow for real-time communications between my office, USCP, and the Senate community during special events, emergency incidents, and routine operations. This year, we monitored 352 incidents and events through this program.

Finally, my staff handles the State Office Readiness Program, which delivers security and preparedness resources to state offices, including rapidly deployed temporary duress alarm systems added this year. In addition to security and safety equipment, my staff provide web-based security training for offsite personnel. Training programs include "Responding to Physically Threatening Individuals" and "Security and Emergency Preparedness for State Offices." We also rolled out the State Office Preparedness Pilot program to provide additional resources for state offices.

INFORMATION TECHNOLOGY

Cyber Security and Response

In 2015, we focused on a multi-dimensional, transformative approach to identify gaps in our security posture and implement cyber security strategies to be more proactive to the advanced cyber threat. This approach focused on the technology and on educating the user, training security staff, and respecting tax payers' dollars.

Partnerships were developed with Virginia Tech and the commercial sector to develop a mobile application to educate the Senate community about where and how they are vulnerable, and provide security tips for the end user. This, and other ongoing education efforts, will help to continuously educate the user throughout the year regarding the cyber threat.

Early in 2015, a holistic cyber security technology review was completed; an implementation strategy was developed; various procurements were completed; and implementation is underway

to integrate new technologies, including transforming how network vulnerabilities are identified and improving our ability to determine cyber risk. Early results are positive for email traffic. In the previous year, 884,000 malicious messages were blocked. With the recent technology improvements, an additional 21,000 messages were analyzed for threat activity, blocked, and affected users notified to prevent a network breach.

Similar positive results have been seen with the Senate Secure Web Gateway. In 2015, 43 million connections to over 50,000 websites were blocked to prevent attacks on the internal network. These statistics demonstrate the agility and dynamic capability of the advanced cyber threat. As the newly procured technologies continue to be implemented, new cyber security processes and procedures will be improved as well.

Significant investments in cyber security have been made, and initial results have been positive and effective at reducing the cyber risk. Continuing to invest in cyber security will promote the SAA's ability to lower the cyber risk, promote an agile cyber defense strategy, and proactively defend the network against the advanced cyber threat.

Network Operations

In 2015, the Network Operations Center received and serviced 2,123 Service Center "incident" tickets, and processed over 2,800 change requests, including more than 1,300 LAN drop requests. Of the 240 survey responses from users, 90% received a customer satisfaction rating of Exceptional or Very Satisfied.

Our multi-year project using broadband Internet service to support Senate state office locations continues to do well. It significantly increases the amount of bandwidth at each of the 460-plus locations, increasing the performance at each site for both intranet and Internet services. The increased bandwidth also supports emerging technologies such as improved video conferencing capabilities between D.C. and a state office. We have completed the migration of over 330 offices, saving the Senate approximately \$85,000 a month as a result. Migration for the remainder of the offices will be completed by the end of the year.

Wireless Networking

Full implementation of the Discovery wireless network was completed in 2015 along with the expansion of a separate wireless network allowing offices to provide constituents guest access to Internet-only resources. The implementation of Discovery and termination of the Odyssey wireless network improved our cyber security posture by now allowing only wireless devices that are considered Senate assets access to the internal network via Discovery.

Senate Payroll System

We are collaborating with the Secretary of the Senate to support and enhance the PeopleSoft Senate Payroll System. In the last quarter, we began a successful self-service pilot that allows individuals online access to view their pay advices, W-2s, benefits summaries, Affordable Care Act forms, and other personal information. We expect to make self-service available to all Senate employees by the end of the year.

Data Center Management

We continue to modernize and improve our data centers. Energy efficiency improvements include upgrading airflow, and reorganization of space and rack placement in the Postal Square data center. Enhanced monitoring of the facility environment, along with new alerting, allows us to react to environmental issues more quickly and ensure systems availability. A five-year data center modernization plan is being developed to include a best-practices approach for the configuration of our data centers in the future.

VMI – Expansion, Upgrade and Storage Reconfiguration

After several years of use, multiple upgrades, and multiple capacity increases, the NetApp storage environment supporting the Virtual Machine Infrastructure (VMI) was becoming overburdened, both in terms of capacity and performance. The CIO developed a migration plan to re-architect the NetApp storage environment, going from many smaller pools of storage to fewer, much larger pools of storage. The migration was accomplished without downtime or user impact and ultimately resulted in more available storage space and better overall performance of the storage system supporting the VMI. The improved performance gained prevented the SAA from having to procure additional storage to add performance to the system, ultimately saving at least \$100,000.

Significant Videoconferencing Enhancements (Lync Video and Join.Senate.Gov – Multiparty Videoconferencing)

To deliver on our strategic goal to provide a state-of-the-art infrastructure built on modern, proven technologies, we enabled Lync video and introduced *join.senate.gov* as a replacement for the Personal Video Hub multiparty videoconferencing service.

We also integrated with consumer Skype to enable video calls with external Skype users from Senate video clients and systems. There was no additional cost for enabling Lync video.

Join.senate.gov is a new, modern, feature-rich and robust service provided by the SAA to deliver client-free, multiparty videoconferencing with anyone who has an Internet connection and a webcam, and connectivity between our legacy videoconferencing room systems and clients and our Microsoft Lync system.

These integration efforts significantly enhanced Senate unified communications capabilities, providing offices and users with more options and flexibility for communicating and collaborating internally and with external parties. As an added benefit, we will save approximately \$120,000 per year by retiring parts of our legacy videoconferencing system.

Document Compare Application

In response to office requests for a document comparison utility that would ease the tedium of identifying line-by-line differences between two or more documents, the SAA CIO evaluated various solutions in the marketplace. Based on feedback from key Member office stakeholders, we recommended support for two products, Workshare Compare and Beyond Compare. Both were added to the Technology Catalog.

Electronic Financial Disclosure (eFD)

Development of the Electronic Financial Disclosure Application (eFD) was initiated to satisfy statutory requirements as outlined in PL 112-105 Sec. 8(b). The SAA development team recently completed a substantial new release of the application that included more robust administrative, search, and reporting tools and other functional enhancements. In 2015, 87 Senators and 73% of

all eligible filers utilized eFD to file electronically. The Senate Ethics Committee anticipates that this number will grow to 90% in 2016.

Otis – A Senate Personnel Management System

Otis is an encrypted, secure, and replicated web-based personnel management system for Member and committee offices to manage administrative information about their staff. The current system includes support for staff and profiles, leave processing, timesheet processing, and basic payroll processing. Seventy offices currently use Otis to manage this information. Future releases will include support for the remainder of payroll processing. Otis replaced a system built on software that is no longer supported and helped reduce costs as the SAA is no longer paying the \$268,000 annual maintenance fee for the old system.

Gallery Credential Management

The Gallery Credential Management System helps Senate Press Gallery Staff process press credentials for members of the media covering the Senate. The SAA development team merged two existing systems into one using a more modern development language and framework. The four galleries have moved to the unified version of the application and, in two instances, replaced paper-based processes.

TranSAAct

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

Over the past year, we added the new shared chat service to communication services requests. Responding to customer feedback, we improved the process of returning wireless devices to stock and provided users with the ability to save their profiles to reduce repetitive data entry. We rebuilt the home page to provide a dashboard view of the various services and service requests and improve user navigation. We gave users the ability to manage their notification preferences as well, again in response to customer requests. To support the introduction of Otis, we also modified the ID request pages to include information needed and minimize manual data entry. We also upgraded several infrastructure components to remain current and supported.

Currently, we are improving the functionality of the Floor pass system and upgrading some of the technologies in TranSAAct. In the coming year, we plan to improve the process for requesting communications services while revisiting the features offered. We will update the ID request pages to reflect current business processes using newer technologies and will incorporate software subscription renewals into TranSAAct as well.

Upgrading Existing Mobility Technologies and Support

In 2015, all legacy BlackBerry devices were migrated from the BES 5 server to either iOS or BES 10 platforms. This lowered administrative and support burdens while enhancing the Senate's security posture by reducing complexity and moving all users to modern, supported mobile devices with the latest features and controls.

Many Senate offices opted to upgrade legacy devices with iPhones, requiring an increased Mobile Communications Systems (MCS) budget since Apple products, AppleCare+, and their accessories are more expensive, where previously, wireless carriers offered legacy BlackBerry devices at \$0.

The increased demand for iOS devices has necessitated a better support infrastructure. In 2016, the CIO organization will offer more robust support for these iOS devices by having certified staff and warranty stock onsite so that users no longer have to visit an Apple retail store to troubleshoot or exchange faulty devices.

We are currently evaluating Samsung's Galaxy Android series and BlackBerry PRIV as possible additions to Mobile Communications offerings, providing additional options in addition to BlackBerry and iOS devices. Prices will be higher than for BlackBerry devices. Testing of new smartphones is an ongoing process.

Telecommunications

Our voicemail system was upgraded to include twenty redundant servers helping support continuity of operations. Additional mobility and redundancy will be added in the future. This upgrade provides more capacity to support the new Interactive Voice Response (IVR) system in the Capitol Exchange and allows use of a new software package for reporting more robust statistics. The IVR provides an automated path for constituents to reach Members of Congress during times of high call volume without the need for operator intervention.

In 2014, we started a multiyear process to upgrade the telephone system (CS2100) in Washington, D.C. We are in the final phase of this project, which is adding Session Initiation Protocol (SIP) trunks lines and removing our dependency on expensive Verizon trunking. This will generate cost savings over the next several years.

The long anticipated, multi-year effort to upgrade antiquated state office telephony for all 460-plus state offices is underway. It will modernize state office communications systems with new hardware, more features, and additional security at a lower cost. Anticipated benefits will begin in FY 2016 and increase throughout the life of the migration process.

OPERATIONS

Central Operations

ID Office

The ID Office has successfully simplified the badge issuing process by consolidating two card management systems. Efforts to increase the use of secure Smart Cards continue and various customers are testing capabilities of the cards. In addition, the ID Office is planning to implement an Identity Management System in order to better manage Senate staff credentials across the myriad systems supported by the Sergeant at Arms. During each Congress, the Senate ID Office issues over 35,000 IDs to Senators, staff, liaison personnel, and designated members of the media.

Parking Operations

Parking Operations has successfully adopted social media and has increased outreach to the Senate community. This will be particularly useful during the renovations of the Russell Legislative Garage and the Thurgood Marshall Judiciary Office Building Garage.

Work on the Judiciary Office Building Garage is underway, resulting in some Senate permit holders being relocated to other levels of the garage. The Architect of the Capitol has designed the

work in phases to limit disruption to permit holders. It is anticipated that all current permit holders will be accommodated in the garage throughout the project.

The Russell Legislative Garage renovation will displace the parking permit issuance booth and more than 100 spaces that are under the control of the Committee on Rules and Administration. Parking Operations will work closely with the Committee's staff and AOC personnel to ensure customer service can be maintained and displaced garage permit holders are accommodated in other Senate areas. The permit issuance booth issues over 9,000 permanent permits each Congress and maintaining a location to provide this service is extremely important. Ensuring all stakeholders are aware of the plans for the renovation will be a primary focus of Parking Operations.

Parking Operations will also be heavily involved in plans for the 58th Presidential Inauguration. Significant traffic impacts have been overcome in previous years and 2017 is not expected to be different.

Transportation and Fleet Operations

Transportation and Fleet Operations procures, manages, and maintains Senate vehicles; provides transportation information to offices; operates the Senate Daily Shuttle and Parking Shuttle services; and provides the Senate with emergency transportation and logistics support. The Senate SAA fleet includes trucks, vans, buses, SUVs, electric vehicles, handicapped-accessible vehicles, and Segways. In FY 2015, Fleet Operations staff transported more than 25,000 passengers through the SAA Parking Shuttle service.

Photography Studio

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

The Photo Browser system currently contains over 1.1 million photo image files. Upgrades to the user interface are currently underway in order to provide a more efficient and intuitive user interface and expand opportunities to introduce new features in the future.

In FY 2015, Photo Studio staff photographed more than 76,000 images and produced more than 62,000 photo prints, and coordinated scanning for End of Term (EOT) archiving of more than 38,000 photo images for Senators.

Printing, Graphics, and Direct Mail

The Printing, Graphics, and Direct Mail (PGDM) department provides support to the Senate community through graphic design, printing, mailing, document preservation, photocopying, logistics and security—producing over 57.6 million items during FY 2015.

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

- In FY 2015, PGDM produced more than 13,000 charts.
- More than \$1.1 million was saved in postage costs by pre-sorting and discounting 5.3 million pieces of outgoing Senate franked mail.
- More than \$24,000 in postage was saved by using software to identify over 49,000 undeliverable addresses before they were introduced into the U.S. Postal Service mail stream.

In FY 2015, PGDM produced 1.6 million constituent letters through digital print/software solutions, making it easier to provide a quicker reply to constituents through traditional letters with the Constituent Services System. PGDM produced 4.2 million digital images by implementing high-speed digital scanners, imaging Members' mail, and using document file management systems and devices that convert obsolete media—VHS/Beta/cassette—to useable digital files.

PGDM's document file management system contributed to Member offices going paperless and provided them the ability to perform searches for specific dates, legislative issues, or individual constituent correspondence throughout their entire document collection. PGDM maintains several high-volume production printers that had a combined copy count of more than 11.8 million impressions during FY 2015. In FY 2016, PGDM will be acquiring a new high-volume digital press to replace two outdated printers. This acquisition will reduce annual maintenance cost, achieving \$40,000 in savings. We recently procured a new mail sorter and PGDM has trained employees to perform routine maintenance, which already generates an annual savings of \$41,000.

Senate Post Office

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

An accountable mail tracking system was implemented that transitioned from paper manifesting to a real-time digital system. This system enables us to identify the location of accountable mail items from the moment we receive them through the moment of delivery to the customer.

A bipartisan pilot program has been implemented to address two recurring concerns that Senate state offices have regarding their existing mail screening units: size and noise. The Sentry Air System has been identified as a viable replacement for the existing Postal Sentry units utilized in Senate state offices. Offices participating in the pilot program will evaluate these new devices and compare them to the previous versions.

Capitol Facilities

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

Focus continues to be on realizing cost savings while not sacrificing service and improving efficiency. Capitol Facilities has combined job specialties and engaged in cross-training employees to ensure that services are maintained at the high level expected. In addition, we are planning an

upgrade to the Capitol Facilities Online Request System (CapFOR) to give more information online to offices so that they can identify furniture that more readily meets their needs. We are also developing an online work order system to improve efficiency and ensure customer satisfaction.

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 465 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 helps ensure that the work of the Senate remains accessible to the public. During 2015, the Recording Studio provided 1,073 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, this online resource was viewed 2.46 million times by more than 198,000 unique visitors. To keep the quality of this production in line with current standards, the Studio will upgrade the Senate Floor audio system in 2016, with completion scheduled for 2017. The Recording Studio also broadcast 742 Senate committee hearings in 2015. Another priority of the Recording Studio is to enable Senators working in D.C. to communicate with their constituents back home. During 2015, the Studio produced 1,063 television and 1,101 radio productions for Senators. In September, the Studio assisted in coordination and provided audio and video feeds to the large video screens on the West Front during Pope Francis' visit to the Capitol. Additionally in 2015, the Recording Studio completed a digital upgrade to its emergency satellite truck using only in-house engineering resources and without requesting additional funding.

Senate Media Galleries

For members of the news media, the Senate remains one of the most open and accessible institutions of government. On any given day, hundreds of reporters, producers, photographers, videographers, and technical support personnel can be found in hearing rooms, hallways, and in the Chamber, bringing the news of the Senate to people across the country and around the world.

Ensuring that the news media can conduct their business efficiently, safely, and in a manner consistent with Senate rules is the responsibility of the staff of the four Senate Media Galleries. The unique structure of the Media Galleries, dating back to the earliest days of the Senate, requires them to work closely and cooperatively with their respective Standing and Executive Correspondents' Committees, the U.S. Capitol Police, and press secretaries and communications staff of Senators' offices and Senate committees. Media Gallery staff facilitate media credentials

and arrangements for the almost 7,000 members of the news media who can cover the Senate in a given year.

Daily Press Gallery

The Daily Press Gallery supports reporters working for publications that publish on a daily or more frequent basis. Last year, the Daily Press Gallery issued credentials to approximately 1,800 journalists. As custodians of the largest press complex on Capitol Hill, the Gallery staff serve more than 100 reporters who physically work in the Press Gallery on a regular basis. Gallery staff also help control access to the Press Gallery inside the Senate Chamber and ensure Gallery rules are followed. This year, Gallery staff focus on streamlining information to constituents via an updated website, an email list serving 600 reporters and Senate staff, and a Twitter account (@senatepress) with approximately 2,000 followers.

Periodical Press Gallery

The Periodical Press Gallery supports the news media working for non-daily periodicals and their online publications. This year, the Gallery will implement an online database system to credential over 1,200 members, a process that restructures the issuance of credentials and eliminates unnecessary paperwork. The Periodical Press Gallery is currently preparing credential distribution for the 2016 National Conventions, where staff will administer credentials to over 200 periodical publications and 700 journalists. Following the conventions, credentialing more than 900 periodical journalists for the 2017 Presidential Inauguration begins. Gallery staff remain focused on streamlining communication with Gallery members and Senate staff. For example, the number of followers on the Gallery's Twitter account (@SenatePPG) grew over 20% to 4,200. These efforts help drive traffic to the Gallery's website, where information on Floor proceedings, the credentialing process, and other areas of interest is consolidated. The Gallery's website averages approximately 50,000 hits a year.

Press Photographers Gallery

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 in both Houses of Congress. During 2015, the number of followers on the Gallery's Twitter account (@USSenatePhoto) grew 184% to more than 1,700, allowing Gallery members to keep photographers and Senate staff apprised of Congressional events.

Radio and Television Gallery

The Radio and Television Gallery serves as the Senate's primary contact to the broadcast news industry and ensures that the Senate's broadcast coverage rules are followed. Gallery staff function as liaisons between Senate offices and the broadcast media to assist in organizing coverage of news conferences, committee hearings, photo opportunities, and special events. The Gallery issued credentials to approximately 3,600 television and radio reporters, producers, and technical personnel. The Gallery also maintains the studio that Senators use for news conferences. While the studio space was updated to accommodate digital broadcasting and high definition distributions, a number of upgrades are planned to improve the audio quality in the studio, including ambient microphones and soundproofing. To further enhance communications, the Radio-TV Gallery maintains a Twitter account (@SenateRadioTV) with approximately 2,500 followers, a 265% increase from last year.

Senate Doorkeepers

Senate Doorkeepers play a critical role in supporting the legislative process of the Senate. Doorkeepers provide access to those with Senate Floor privileges; enforce the rules of the Senate Floor; and facilitate the needs of Senators, Senate Floor staff, and Senate Pages. Doorkeepers also provide support for a number of special events attended by Senators, their families, and special guests. In addition to directly supporting Senators, Doorkeepers also ensure that people from around the world can visit the Senate Gallery safely. During 2015, approximately 193,000 people visited the Senate in person with the help of Senate Doorkeepers. That corresponded to nearly 1,015 people a day, both when the Senate was in session and during scheduled recesses.

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 2015, approximately 215,000 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. Of these, 132,000 visitors were in the Capitol for official business or a direct meeting with a Member, a Member's office, or a committee. In addition, more than 25,000 international visitors relied on the CVC Appointment Desk for Senate Gallery Passes and information.

Office of Internal Communications

The Office of Internal Communications (OIC) streamlines communication within the SAA organization and to the rest of the Senate community through a combination of online, digital, and traditional print publications. Last year, the office sent 524 Notices and 101 Dear Colleague messages electronically, saving resources and speeding delivery of important information. In addition, OIC manages two websites—one internal to the SAA and the other accessible to the Senate community. During the past fiscal year, OIC staff edited and helped produce 175 publications, including safety bulletins, newsletters for both Senate and SAA staff, and procedural manuals. Finally, the OIC manages the SAA's use of social media to enhance communication with SAA employees, Senators, the Senate community, and the public. Substantial increases over the past year prove the information is well received and useful. Recently, the SAA Twitter account (@SenateSAA) exceeded 10,000 followers and our Facebook page has garnered nearly 9,500 "likes."

SAA HUMAN RESOURCES

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

Senate Placement Office

During FY 2015, Senate offices submitted 549 requests for recruitment assistance to the Senate Placement Office; 34,631 resumes were processed by the Placement Office in response to these requests. Overall in FY 2015, the Senate Placement Office processed 37,437 resumes from applicants for vacancies in Senate offices and committees.

SENATE OFFICE OF EDUCATION AND TRAINING

The Office of Education and Training provides training for all Senate staff in Washington, D.C., and in state offices. We provide performance skills training, technical skills training, and coordinate and provide major training events for state and D.C. staff.

The Office of Education and Training partners with 15 other training providers to ensure Senate staff have the resources and skills they need to perform their jobs.

In 2015, Education and Training staff taught more than 250 of the 735 instructor-led classes in which more than 2,000 enrolled. Education and Training provided customized training, facilitation services, and coaching to more than 150 Senate Member, committee, and support offices, benefitting more than 2,200 staff.

We held three training conferences for state staff. Over 250 state staff participated in these conferences.

Health Promotion

Our Health Promotion office has been legislatively mandated to provide Health Promotion activities and events. The Health Promotion office coordinates and runs the two-day Health and Wellness Fair for Senate staff. In 2015, over 1,500 staff participated in health promotion activities, which included lung function and kidney screenings, blood drives, and seminars on health-related topics. We also coordinate Weight Watchers, Yoga, and Pilates sessions using a revolving fund.

We will continue to expand our online training options for Capitol Hill and state staff. This year we will start our transition to our new model where we provide more team training and less general classroom training. We will also find ways to engage Chiefs of Staff, Administrative Managers, and Chief Clerks in ongoing networking and professional development.

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 2015, nearly 1 in 20 Senate employees utilized the services of an EAP counselor; 208 employees took an online mental health screening; 70 managers requested a supervisory consultation; 2,816 employees attended an EAP training activity; and 1,938 employees accessed resources for personalized information and referrals addressing childcare, parenting, adult care, aging, education, legal concerns, and/or financial issues.

CONCLUSION

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

Appendix A

Fiscal Year 2017 Budget Request

Attachment I

FINANCIAL PLAN FOR FISCAL YEAR 2017

Office of the Sergeant at Arms

United States Senate

Appendix A

Office of the Sergeant at Arms - United States Senate

FINANCIAL PLAN FOR FISCAL YEAR 2017

(\$000)

	FY 2016 Enacted	FY 2017 Request
General Operations & Maintenance		
Salaries	\$69,000	\$72,500
Expenses	64,653	66,858
Total General Operations & Maintenance	\$133,653	\$139,358
Mandated Allowances & Allotments	45,258	46,007
Capital Investment	14,286	8,360
Nondiscretionary Items	5,803	7,310
Total	\$199,000	\$201,035
Staffing	842	846

To ensure that we provide the highest levels and quality of security, support services, and equipment, we submit a Fiscal Year 2017 budget request of \$201,035,000, an increase of \$2,035,000 or 1.0% compared to Fiscal Year 2016. The salary budget request is \$72,500,000, an increase of \$3,500,000 or 5.1%, and the expense budget request is \$128,535,000, a decrease of \$1,465,000, or 1.1%. The staffing request is 846.

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 \$72,500,000, an increase of \$3,500,000, or 5.1%, compared with FY 2016.

The **General Operations and Maintenance Expenses** budget request is \$66,858,000, an increase of \$2,205,000, or 3.4%, compared with FY 2016. The increase is due to funding for security initiatives.

The **Mandated Allowances and Allotments** expense budget request for FY 2017 is \$46,007,000. This budget supports state office rents at \$18,459,000; purchase of computer and office equipment at \$8,818,000; maintenance and procurement of Member office constituent mail services system at \$7,150,000; voice and data communications for Washington, DC and state offices at \$5,400,000; recording studios, \$2,600,000; state office security enhancements at \$1,918,000; wireless services and equipment, \$1,457,000.

The **Capital Investments** expense request for FY 2017 is \$8,360,000. This budget includes funding for Recording Studio equipment upgrades at \$2,625,000; Storage Area Network upgrades at \$2,075,000; Network Management Equipment and Technology Upgrades, \$1,910,000; and DC Network Equipment Refresh at \$1,300,000.

The **Nondiscretionary Items** expense request for FY 2017 is \$7,310,000. This budget includes support for the Payroll System at \$3,410,000, funding to support the Secretary of the Senate for contract maintenance of the Financial Management Information System (FMIS) at \$2,862,000, and maintenance and necessary enhancements to the Legislative Information System at \$1,038,000.