Testimony of
The Honorable Terrance W. Gainer
Sergeant at Arms and Doorkeeper of the Senate
Before the
Subcommittee on the Legislative Branch
Committee on Appropriations
United States Senate

March 25, 2014

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INTRODUCTION

Madam Chairwoman, Ranking Member Hoeven, and Members of the Subcommittee, thank you for inviting me to testify before you today. I am pleased to report on the progress the Office of the Senate Sergeant at Arms (SAA) has made over the past year and our plans to enhance our contributions to the Senate in the coming year.

For fiscal year 2015, the Sergeant at Arms respectfully requests a total budget of $199,800,000, 1.8% above the current enacted level. Although this budget is nearly at the 2007 level, we will continue to provide the necessary and high-quality services that the Senate community has come to expect from us. Since 2007, we have realized cost savings from the staff buyouts completed in 2013 and from rigorous contract management and restructuring.

Our challenge for last year was to minimize the effect of this staffing reduction on services to the Senate. I believe we have taken extraordinary steps to mitigate the impact of those reductions and that the changes have appeared seamless in the way we support our customers.

We had major successes in a number of key areas over the last year. In information technology, for example, the continuation of our server virtualization efforts allowed us to reduce energy, maintenance, and support costs by running more than 887 servers in a virtual environment. Our Help Desk team continued to perform extremely well, with a customer satisfaction rating of more than 99% at the very satisfactory or excellent level. Since we moved to the new Watson system, we have processed almost 89 million telephone calls. This year, we will be expanding our telephone and voicemail systems and evaluating the technology associated with expanding the service to state offices. We continued to benefit from the consolidation of our e-mail, mobility, and network authentication systems, which has yielded improved functionality and a reduction of over $700,000 in yearly contractor support costs. We continued to update and expand the tools that Senators and staff can use to stay connected with each other and their constituents—supporting the latest Apple and BlackBerry smartphones and tablets and enhancing the user experience.

We consistently evaluate new equipment and vendors to ensure that office equipment offerings stay current. Some examples include adding new models of copiers to the Technology Catalog, providing current functionality with a smaller footprint, and offering secure travel pouches for iPads. We completed a project to provide office administrators with the ability to update the

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person and location associated with a specific piece of equipment and enhanced workflows allowing staff to trace their requests for repairs, moves, reassignments, returns to stock, inaccuracy alerts, and lost/stolen equipment reports. In addition, a new project is under way to provide office administrators with the ability to return multiple wireless devices to stock using automated workflow to prepopulate configuration sheets, reducing the potential for user error.

We also improved our information technology security posture, so that the Senate has not suffered any major compromises of information security. But, again, continued reductions in our budget continue to challenge our ability to support our customers with information and communications technology.

For our Capitol Operations team, 2013 was another busy and productive year serving Senators and their staff members, visitors to the Capitol, members of the news media who cover Congress, and the broader public who have a fundamental interest in knowing what the Senate does. Using both traditional and new media, as well as good old-fashioned customer service, Capitol Operations helped to bring people to the Senate—and to bring the Senate to the people across the country and around the world. Our Twitter account surpassed 5,000 followers, and we used the Twitter Alerts emergency notification feature to keep staff and others informed about the shooting incident that occurred on October 3.

Last year, for example, the Senate Recording Studio provided 794 hours of gavel-to-gavel coverage of Senate Floor proceedings and provided broadcast coverage of 730 Senate committee hearings—an increase of 33% over the previous year. In addition, Recording Studio staff produced a total of 922 television productions for Senators, an 11% increase over 2012. And, last year Doorkeepers assisted 210,164 visitors in viewing the Senate Chamber, both when the Senate was in session and during recess, which reflected a 13% increase from the 2012 visitor total.

Our continuity and emergency preparedness staff completed over 20 exercises, tabletops, tests, and guided discussions in 2013. These covered all aspects of emergency response including primary and alternate emergency operations centers, Chamber protective actions, briefing center transportation, contingency telecommuting, evacuation, internal relocation, shelter-in-place, mass casualty response, alert notification, and continuity of government.

Our Printing, Graphics and Direct Mail department saved $1 million in postage costs by pre-sorting 5.89 million pieces of outgoing Senate franked mail and another $72,820 in postage by using new software to identify 161,822 undeliverable addresses before they were introduced into the United States Postal Service mail stream.

During FY 2013, our Capitol Facilities team completed 3,263 special event setups in the Capitol and Capitol Visitor Center (CVC) Senate expansion space, an increase of 33% from FY 2012. Service requests from Capitol offices for moving furniture, delivering supplies, and providing picture frames to Senate offices totaled 5,320, an increase of nearly 87% from FY 2012.

Our customer satisfaction levels remain high. And as you can see, the Sergeant at Arms team continually works toward the vision of our Strategic Plan: *Exceptional Public Service…Exceeding the Expected.*

Leading the efforts of the Office of the Sergeant at Arms is an outstanding senior management team including Drew Willison, who serves as my Deputy; Republican Liaison Mason Wiggins; General Counsel Terence Liley; Legislative Liaison Nancy Olkewicz; Assistant Sergeant at Arms for the Office of Protective Services and Continuity Mike Stenger; Assistant Sergeant at Arms and Chief Information Officer Vicki Sinnett; Assistant Sergeant at Arms for Operations Bret Swanson; Assistant Sergeant at Arms for Capitol Operations Kevin Morison; 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 these leaders.

PROTECTIVE SERVICES AND CONTINUITY

EMERGENCY PREPAREDNESS

Our emergency plans and procedures are designed to ensure the safety of Senators, staff, and visitors within our facilities by equipping them with the necessary tools to prepare for and respond to emergency situations. Throughout 2013, we remained committed to improving life safety and emergency procedures using best industry practices, lessons learned, and scheduled events. We continued to ensure staff preparedness through enhanced Emergency Action Plans, mobility-impaired evacuation procedures, internal relocation and shelter-in-place protocols, and the annual Chamber protective actions exercise.

The Emergency Action Plan is a central document that reflects our preparedness efforts across the Senate. Each Senator's office maintained a customized plan based on its unique circumstances and needs in 2013. This past year, over 65% of these plans were reviewed and validated using guidelines set forth by the Occupational Safety and Health Administration and the Congressional Accountability Act. The remaining 35% of Emergency Action Plans were in various stages of verification or completion at the end of 2013. We worked closely with Office Emergency Coordinators (OECs) to update 210 of the 322 plans maintained Senate-wide to ensure each plan's accuracy. We assisted new Senate offices with developing their Emergency Action Plans as they moved from transition space to permanent offices. We provided individual training sessions on Emergency Action Plan procedures, ALERTS account maintenance, personnel accountability, and emergency equipment use to 17 new Senators and their offices. Fifteen new Senators also received personal emergency preparedness training and escape hood orientation. Postal Square Emergency Action Plans were updated and staff was trained on new protocols and notification procedures after the United States Capitol Police (USCP) post was discontinued.

The protection and preparedness of Senators, staff, and visitors within the Senate Chamber continues to be one of our main focus areas. We conduct a full-scale exercise annually to test and validate the Chamber Protective Actions Guide, which serves as the collective Chamber

Emergency Action Plan. The 2013 exercise was the most attended event to date with over 161 staff members from SAA, Secretary of the Senate, USCP, and Member offices participating. This was also the first time that active shooter response procedures and the AIRCON picket line were used during the exercise. Additional areas of emphasis included using emergency escape hoods, setting up portable comfort stations, preparing the Capitol Visitor Center Gallery check-in room, activating the fourth floor ALERTUS notification system, and transporting mobility-impaired Senators to the Briefing Center during AIRCON evacuations.

Emergency Communications and Accountability

We continue to improve notification and communication programs to ensure devices and systems are ready to support the Senate during local or large-scale emergencies. The Accountability and Emergency Roster System (ALERTS) is the primary single-interface alert and notification system for delivering emergency e-mail, PIN, and voice messages to the Senate community and accounting for staff during emergencies. Throughout 2013, we conducted an exhaustive review of staff names entered in the database to ensure alert messages and accountability information are delivered correctly.

We conducted regular emergency notification tests for staff and biannual tests for Senators in conjunction with the USCP, Secretary of the Senate, party secretaries, and other stakeholders. These tests are designed to ensure our emergency messaging systems reach intended recipients and that staff understand the multiple ways alerts may be delivered. Monthly communications tests were also held with Executive Branch agencies to verify contact information between continuity sites. Video teleconferencing equipment continues to be tested monthly at various Senate contingency sites. Additionally, secure and unsecure satellite phones, the Wireless Priority Service, and the Government Emergency Telecommunications Service are all tested quarterly.

In 2013, we also routinely tested the Senate contingency radio system that provides radio coverage throughout Capitol Hill and at other continuity sites. The system is used by Sergeant at Arms and Secretary of the Senate staff who have responsibilities during emergencies and special events. The radio system allows staff to coordinate activities that directly support the Senate's essential functions when cellular phones, e-mail, and text messaging have been severely degraded during large-scale emergencies. The radio system was used during both the Presidential Inauguration and State of the Union address in 2013.

We support staff accountability operations at assembly areas with tablets and laptops, remote check-in procedures, PIN messaging to OECs, and accountability desk activation. In 2013, we conducted over 60 in-office trainings for new and existing OECs on emergency staff accountability procedures. We also had over a 90% reporting rate for the Hart, Dirksen and Russell Senate Office Building drills this year.

Our staff that serves in the USCP Command Center—after normal business hours whenever the Senate is in session and during emergency incidents and special events—were trained to use the Senate Dialogic and Chyron systems to assist USCP and provide senior leadership with amplifying information regarding ongoing events. Dialogic emergency message templates were updated this year to provide operators with additional scenario options to improve efficiency and

quicker message delivery. We also implemented a new Chyron Web interface to improve our ability to quickly edit, review, and release alert messages to the Senate community via the cable television system.

We continue to administer and improve WebEOC, a crisis information management application utilized by the Senate Emergency Operations Center (EOC) during emergencies and special events. SAA departments can now report their operational status and ability to carry out mission-essential functions. The application can also track offices and staff assigned to alternate office space as needed. Collaboration continued with the House of Representatives, Architect of the Capitol (AOC), other government branches, and local and state National Capital Region WebEOC users for seamless information sharing across different networks. The WebEOC system was used during the Presidential Inauguration and State of the Union address to increase the situational awareness of SAA staff supporting these events.

In 2013, we developed an informational website to launch during a large-scale emergency which will provide event and accountability information about Capitol Hill visitors and staff. The general public would be directed to this website to prevent overwhelming the Capitol switchboard with a high volume of phone calls.

Training and Equipment

Training and outreach programs are designed to provide interactive classroom and personalized instruction to the Senate community. These valuable programs provide a wealth of preparedness and life safety awareness information to enhance office personnel preparedness. This past year, we conducted 246 training sessions on a variety of preparedness topics with over 4,555 staff participants. Training sessions covered Emergency Action Plans, escape hoods, emergency equipment, internal relocation, shelter-in-place, responding to an active shooter, accountability actions, and life safety procedures. Last year, we issued six OEC certificates to recognize staff who enhanced their professional knowledge and readiness by completing requisite emergency preparedness training courses.

We hosted the sixth annual Senate Emergency Preparedness Fair to highlight our training and outreach programs during September's National Preparedness Month. Over 24 members of the emergency management community throughout the National Capital Region set up equipment displays, provided preparedness information, and demonstrated new products. The 2013 keynote speaker was the Mayor of Avalon Borough and Cape May County Emergency Manager, Martin Pagliughi. A record 142 staff members attended the event.

Our continued management and support of protective emergency equipment caches in each Senate office have been crucial to the preparedness program. Our office ensures equipment functionality through an extensive annual inventory that replaces expired and faulty items. Over 268 offices with 28,500 pieces of emergency equipment—escape hoods, emergency supply kits, and wireless emergency annunciators—were inventoried in 2013. Additional portable comfort stations were placed at multiple internal relocation sites, and 39 green beacons were deployed to assist staff and visitors in more easily locating their nearest internal relocation site.

Exercises

We continue to manage a comprehensive exercise program structured to ensure Senate plans are practiced and validated regularly. The Test, Training, and Exercise (TT&E) program validates our ability to respond in times of crisis as well as identifies areas where better planning and procedures would be beneficial. Our program is outlined in an annual guidance document that is coordinated with stakeholders and jointly signed by the Secretary of the Senate and myself. This document provides overarching guidance for three TT&E program areas:

- A six-year exercise program that focuses on areas relating to our key capabilities;
- Recurring TT&E support activities throughout the year; and
- A calendar of annual exercises that reflects contingency program goals and objectives.

During 2013, we conducted several joint exercises with the Secretary of the Senate, USCP, AOC, Office of Attending Physician, party secretaries, and other key Congressional stakeholders, including the chamber protective actions, active shooter, chemical response, mass casualty response, internal relocation, and classified continuity exercises. We completed over 20 exercises, tabletops, tests, and guided discussions in 2013, covering all aspects of emergency response, including primary and alternate emergency operations centers, transportation, contingency staffing, evacuation, shelter-in-place, and Alternate Chamber media operations. We regularly exercised the offsite EOC to test our ability to quickly move staff to a distant location and maintain Senate operations. This past year we also conducted the first evacuation drill for both day and night shift staff at the Senate storage and printing facilities in Maryland. This was also the first year that we conducted a shelter-in-place exercise for SAA staff assigned to the sixth floor of the Postal Square building.

The Senate EOC is utilized during emergencies and special events to coordinate information, resources, and response efforts. Last year, we conducted an online EOC exercise allowing staff to work at their normal office location to simulate a shelter-in-place situation. "Take at Your Desk" exercises are also e-mailed multiple times per year for staff to practice using the emergency management information software.

After-action reports are often generated for each exercise by documenting lessons learned into a remedial emergency action tracking system (REACTS) for future plan improvement and to track identified issues. A classified version of REACTS was developed in 2013 to track lessons learned from our growing classified exercise program.

CONTINGENCY PROGRAMS

Our staff, in collaboration the Joint Continuity Office (JCO), further developed and refined contingency transportation and relocation site plans in 2013. The Office of Protective Services and Continuity details staff to this office to support the planning process, policy guidance, and direction from Congressional leadership. Over the last year, JCO continued developing plans for classified relocation sites, leadership evacuation sites, transportation operations, and embarkation points. Continuity of Government plans coordinated with our Congressional planning partners and supporting agencies are on schedule to be finalized, validated, and exercised.

This year, we launched the Senate Emergency Relocation Group (ERG) to address the Senate's unique staffing requirements during contingency operations. Skilled SAA staff were identified and trained to support Senate continuity operations during an emergency event requiring relocation. This program provides information, training, supplies and support to 60 SAA staff members who may relocate to alternate sites during a contingency event.

Maintaining a viable COOP program is critical to the Senate's ability to perform constitutionally-mandated functions during local emergencies. Drafting, developing, and finalizing COOP plans for Member offices and committees is often challenging during periods of demanding legislative activity. Nonetheless, our team continued working closely with Member offices and committees to ensure their continuity plans were developed, regularly updated, and ready for execution by using a simplified template. In 2013, our office began sending reminder messages to all new Member offices emphasizing the importance of developing their office emergency preparedness and COOP plans. We developed a new program to assist committees with creating and maintaining a fly-away kit to be stored at a secure offsite location for future emergency relocation events.

Our organization also continues to ensure existing plans and capabilities are regularly maintained and updated. We completed physical expansion and IT upgrades at the local Alternate Chamber continuity site. The Alternate Chamber plan was also revised to reflect these upgrades to better support site operations.

Validating existing contingency plans is critically important and best accomplished through exercise design and execution. In 2013, our office again conducted three major exercises at classified continuity sites in collaboration with the JCO. One exercise validated the use of pre-staged materials at local departure points and a new automated Congressional Personnel Accountability System in our emergency boarding and manifesting plans. Over 40 staff members were identified, manifested, and transported using emergency bus assets during this functional exercise. These exercises allowed us to validate draft plans, confirm critical supply and equipment set-up, develop space allocation plans, and conduct mock Chamber and broadcast operations. After-action reports were completed for each exercise and remedial activities were tracked until completion.

SECURITY PLANNING AND POLICE OPERATIONS

The Police Operations program coordinates with the USCP to process security requests and services for Senate offices, committees, and support offices on Capitol Hill. Police Operations staff also coordinate security assessments, security sweeps, and installations of proximity card readers and duress buttons. They facilitate security briefings and police outreach for Capitol Hill Senate staff. Over 260 D.C. and field committee hearing security assessments were coordinated in 2013.

The Senate Campus Access program facilitates vehicle and delivery requests to access the Capitol's secure perimeter from Congressional offices, constituents, outside vendors, and other groups. During 2013, the Senate Campus Access program facilitated 928 access requests including 269 Senate military liaison office and other Department of Defense agency requests;

236 Member offices requests; 273 USCP, AOC, and House of Representatives requests; and 150 federal and foreign government agencies requests. Senate staff rely heavily on this program to ensure their guests and constituents, materials, and equipment for special events are screened and approved by USCP before entering the Capitol complex.

A USCP Command Center Duty Representative is stationed in the Command Center to monitor events on or near Capitol Hill and ensure the Senate community is alerted to any security incident or emergency event whenever the Senate is in session, including late nights, weekends, and holidays. In 2013, the Command Center Duty Representative monitored 373 incidents or events including demonstrations, suspicious packages, evacuations, and local law enforcement responses.

For the upcoming year, the Police Operations program will continue providing security assistance to Senate offices and serve as the Sergeant at Arms USCP liaison. The Senate Campus Access program is essential to screen and inspect materials and items used by outside groups for events, exhibits, and displays.

The State Office Readiness Program provides security and preparedness resources to state offices, mirroring programs currently available to Capitol Hill Senate offices. Participating offices receive a variety of security enhancements, including secure reception areas to screen visitors, duress and burglar alarm systems, and closed-circuit camera systems. The Sergeant at Arms office pays for installation, maintenance, and alarm monitoring services, including annual inspections and equipment tests. The program also assists state offices with completing Emergency Action Plans to identify unique security and emergency preparedness procedures.

We're always looking for ways to leverage technology to provide long-distance services as both the program's budget and contract staff have steadily decreased. We distribute a monthly OEC Bulletin to all state offices that contains relevant security, preparedness, and hazard awareness articles. We also provide two webinars, *Security and Emergency Response for State Offices* and *State Offices: Responding to Physically Threatening Individuals,* three times each month.

INTELLIGENCE, THREAT ASSESSMENT, AND SPECIAL PROJECTS

Our office recognizes the value of maintaining collaborative partnerships with the intelligence community, various federal, state, and local law enforcement agencies, and force protection departments in order to identify potential security risks, monitor threat streams, and maintain situational awareness. Collaborative partnerships ensure appropriate mitigation and prevention strategies are deployed to protect and promote the safety and security of the U.S. Senate, both domestically and internationally.

Our office, in coordination with the USCP and other law enforcement entities, ensures appropriate outreach to and coordination among Senators and staff who receive specific threats. We continuously review, evaluate, and conduct vulnerability, risk, and threat assessments to determine and implement appropriate security measures and Senator protective operations coverage. Additionally, our office provides a regular situational awareness outreach campaign to the Senate community regarding upcoming significant events or planned activities on and in close proximity to the Capitol complex which may adversely impact Senate business.

This program also supports comprehensive contingency planning, oversees security operations planning, and creates comprehensive incident management and response action plans for major events including the Presidential Inauguration, State of the Union address, Senatorial retreats, nationally-televised concerts at the Capitol, and various joint sessions of Congress.

INFORMATION TECHNOLOGY

From a budgetary standpoint, more than half of the CIO organization's FY 2015 request will cover the installation and support of the equipment acquired by offices through the economic allocation, and for other programs that benefit offices directly. One third will be devoted to providing services at the enterprise level, such as information security, the Senate data network, electronic mail infrastructure, and telephone systems. The remainder is almost equally divided between supporting the office of the Secretary of the Senate with payroll, financial management, legislative information, and disclosure systems, and our own administrative and management systems.

ENHANCING SERVICE, SECURITY AND STEWARDSHIP
We continue to provide a wide range of effective information technology solutions to facilitate the Senate's ability to perform its legislative, constituent service, and administrative duties; safeguard the information and systems the Senate relies upon; and remain ready to respond to emergencies and disruptions. As in our other areas, we also emphasize stewardship—the careful use of all of our resources, including the funding we are provided, our personnel, and the external resources that we consume—in all aspects of our information technology operation.

As we do each year, we have updated our two-year Information Technology Strategic Plan. The current version, under which we will be operating in fiscal year 2015, continues to emphasize our five strategic information technology goals and their supporting objectives that drive our programmatic and budgetary decisions:

- **Secure**: A secure Senate information infrastructure
- **Customer Service Focused**: A customer service culture top-to-bottom
- **Effective**: Information technology solutions driven by business requirements
- **Accessible, Flexible & Reliable**: Access to mission-critical information anywhere, anytime, under any circumstances
- **Modern**: A state-of-the-art information infrastructure built on modern, proven technologies

Our fourth information technology strategic goal—Accessible, Flexible & Reliable—may be the most impactful of the five goals. This goal undergirds everything we do from a technology standpoint. We must ensure that almost every system and every service we deploy can withstand disruptions to our operating environment, can be reconfigured if necessary to cope with disruptions, and can be used regardless of whether the person trying to use it is located within one of our spaces or elsewhere. We continuously reevaluate existing services and systems to

identify areas for improvement and make those improvements as soon as we can, in an effort to ensure the Senate can continue to do its work under any circumstances.

ENHANCING SERVICE TO THE SENATE

Customer Service, Satisfaction, and Communications
Our information technology strategic plan stresses customer service as a top priority, and we actively solicit feedback from all levels and for all types of services. For instance, we ask for customer feedback on every Help Desk ticket opened. In major contracts that affect our customers, we include strict service levels that are tied to the contractors' compensation—if they do well, they get paid more; if they do poorly, they get paid less. Because of reductions to our budget, we have had to relax the service level requirements, reducing services to our customers. During the past year, the percentage of on-time arrivals for the IT installation team never dropped below 99%, and 99% of customer surveys rated the IT Help Desk and installation services as either "very satisfactory" or "excellent." We expect this excellent level of performance to continue through FY 2014 under the renegotiated service levels.

We satisfy our customers' demands for the latest in mobile wireless technology by keeping our technology catalog up to date with the latest offerings. Last year, we made available several new models of Apple iPhone and iPad devices. We enhanced our BlackBerry 10 server environment to support the newest BlackBerry 10 devices, including the high-end Z30, and plan to add Windows 8 smartphones into our technology catalog. Microsoft's Enterprise tablet, Surface Pro 2, is already available to offices in the technology catalog. Our CIO staff also continues to work extensively with third-party software providers to enhance our iPhone and iPad corporate e-mail client, looking toward alternatives that will allow for greater iOS feature integration while maintaining a solid security posture. Finally, we continue to monitor and test Android devices with the goal of supporting Android devices when we can do so with adequate security.

We have made strides in further protecting our mobile devices, using a service known as LoJack for Laptops. In the event of a loss or theft, this service enables us to lock or remove all data from the physical laptop once it is connected to the Internet. Once initiated, the lock or data wipe command cannot be overridden, even if the laptop is taken off the Internet. Information provided by the LoJack client and service may also be used by law enforcement agencies to track and recover the laptop.

We have enhanced file-sharing and collaboration services to provide the ability to synchronize your data with all the devices you use. The Box Enterprise service gives you access to your most recent files, and makes it possible for you to collaborate with individuals and groups anywhere, anytime, from any Internet-connected desktop, laptop, tablet or smartphone. Moreover, my staff has negotiated a purchasing agreement for this service that will save our customers from $96 to $216 per user annually on top of the GSA-scheduled discount, depending on the number of user licenses they purchase.

In FY 2015 we will continue to communicate effectively with our customers through a well-developed outreach program that includes the CIO area on Webster, information technology newsletters, periodic project status reviews, information technology working groups, weekly

technology and business process review meetings with customers, and joint project and policy meetings with the Committee on Rules and Administration, the Senate Systems Administrators Association, and the administrative managers steering group.

Robust, Reliable and Modern Communications

We provide modern, robust and reliable data network and network-based services that the Senate relies upon to communicate electronically within and among offices on Capitol Hill and in the states; to and from other Legislative Branch agencies; and through the Internet to the public, other agencies and organizations.

In coordination with the four major cellular carriers (AT&T, Sprint, T-Mobile, Verizon), we are in the process of upgrading the Senate's in-building cellular wireless system to provide 4G/LTE wireless service throughout the Senate campus. To date, three carriers have completed their installations, and the fourth should be done by the end of June.

As part of an effort to improve network performance at the Senate Support Facility (SSF) located in Maryland, we extended conduit and fiber-optic cable to the PGDM facility located in the same office park. The PGDM facility is connected to the Senate campus across a high-speed, direct fiber-optic connection, while the SSF uses a lower-speed connection through our Wide-Area Network (WAN) provider. The investment of conduit and cabling between the sites allows us to utilize the high-speed fiber-optic connection for both facilities, while utilizing the lower-speed connection as a redundant connection to both sites.

In 2013, we completed the campus-wide replacement of all wireless access that comprise the Senate's Enterprise wireless LAN service, commonly referred to as Odyssey. This was a significant project that required staff to replace more than 500 access points with newer models. This project increases the overall throughput of an individual wireless client.

Providing Services that meet Business Requirements

In 2014, we anticipate the rollout of a new wireless LAN service called Discovery. This service will provide both an enhancement to our customer base and improve the overall security of the wireless LAN. As part of the rollout, customers will be able to gain access to the Discovery network using their Active Directory login credentials, which is the same username/password combination they use to access their local LAN. Once authenticated, wireless clients will be placed in their appropriate local LAN and be afforded the same level of network access as they have when working from their desktop. This will no longer require clients to log in to the wireless LAN and establish a VPN connection to access the internal Senate data network. As part of the rollout to Discovery, and from a security perspective, wireless clients will also undergo an assessment of their laptop or mobile devices that will verify their devices are compliant, with up-to-date virus software and definitions, and operating system updates. This is a significant enhancement to the Senate's wireless LAN service, as this security assessment has never been an option before now.

Providing wireless LAN service to the Senate state offices was once a significant obstacle to overcome from a security perspective but has now become a common service the Senate offices can obtain. A secure and cost-effective solution has been made available to the Senate offices

and at the close of 2013, more than 50 state offices had this capability installed. The wireless access point bundle is available in the Technology Catalog and extends service beyond the simple convenience of WiFi service, as it provides a flexible solution for Senators and staff visiting a state office without the cost of additional LAN connections. Senate staff are able to seamlessly transition between their D.C. office and state offices by using the same login credentials to access the wireless network.

Providing a Robust and Scalable Network Environment

We deeply understand the importance of Internet service and the value it brings to our customers in their communication with constituents, and the ability to conduct online research and facilitate the legislative process, so in 2013 we upgraded the connections between the Senate network and the Internet at both the primary and alternate computing facilities. We doubled the amount of bandwidth at the primary facility, to 1.0Gbps, and increased the service at the alternate facility to 0.8Gbps. These upgrades provide higher performance speeds and ensure that each facility can independently support Internet traffic in the event that one of the two circuits fails.

Support for COOP and COG

In 2013, we enhanced the LAN capabilities for one of our critical District of Columbia contingency facilities. As part of an overall effort to increase our ability to respond to an emergency event that requires the activation of this location, we worked with the host staff to install dedicated LAN cabling in both of the buildings planned for our use. By now having dedicated cabling in these locations, no additional patching is required and we have significantly reduced the number of LAN switches that have to be installed inside rooms. This allows us to more quickly react to a contingency event and reduces the amount of time required to bring up LAN service at both buildings.

Additionally, we have increased the involvement of networking staff to support other more outlying emergency operation locations. This allows us to ensure that all data networking requirements and services are appropriately addressed and that we offer the full capabilities to staff reporting to these areas without burdening them with new processes and procedures.

Meeting New business Requirements

We recognize that growth in requirements for support of personal computing devices is inevitable, due to the decreasing cost of these smart devices and their increasing availability. We are actively evaluating technology that will enable us to assess the security features of such devices. If a device does not pass the security check, we will be able to provide online remediation.

A project started in late 2013 and expected to progress in 2014 is the use of broadband Internet service to support Senate state office locations. The 460-plus state office locations are currently connected to the Senate campus using a wide-area service that operates at relatively low speeds. Although we have made investments of additional circuits to increase the amount of bandwidth at select state office locations, the WAN service cannot compete with available bandwidth through business-class Internet services. We are currently in the pilot stage of this project; however, the results have been very encouraging. Using broadband Internet service will allow us

to significantly increase the amount of bandwidth at each location and thus increase the performance at each site for both intranet and Internet services. The increased bandwidth also affords us the ability to support emerging technologies such as increased video-conferencing capabilities between D.C. and a state office, and the potential introduction of Watson voice services to the state offices. As part of the overall project, we are adding technical capabilities such as Power over Ethernet (PoE). Adding PoE allows us to more seamlessly support ancillary equipment, such as wireless access points and IP-based phones, without requiring separate power sources.

Customer Service Culture

The Network Operations Center (NOC) is tasked with monitoring the overall health of the Senate's Enterprise data network and is the main troubleshooting point of contact for problem resolution. In 2013, the NOC received and serviced 2,184 Service Center "incident" tickets, processed more than 2,000 change requests, and processed more than 550 LAN drop requests.

In 2013, Senate offices completed 605 customer satisfaction surveys, of which 94% of respondents indicated they were very satisfied with the level of service provided to them, with 85% indicating the service was excellent. In order to maintain this level of service and exceed these percentages in 2014, the NOC has instituted a process that requires a call back to any office that submits a survey indicating they were just "satisfied" or worse with the service provided to them.

Ensuring Security of the Senate's Network Environment

To continue to strengthen the security at our border with the Internet, we upgraded the firewalls between the Senate network and the Internet to new appliance-based units. This upgrade accomplished two things: it ensured we remained on the most current product; and it allowed us to separate the firewall from the network known as the "demilitarized zone" that supports all publicly-available services. That last benefit provides an easier way to accommodate future upgrades and enhances our failover capabilities.

We are looking into upgrading to "smart" power distribution strips in our server racks in the two data centers, which would allow us to control power per outlet and to continue our greening efforts. We will be modernizing the management of data centers with a centralized system which will include collecting and reporting detailed power usage and environmental statistics, capacity planning, workflow and dashboards resulting in improved efficiency and reduced risk of failures and outages.

Our robust messaging infrastructure processed approximately 306 million Internet e-mail messages during the past calendar year. In addition, we support effective communication through the use of videoconferencing.

We continued to enhance our videoconferencing infrastructure that supports hundreds of calls per day, including calls to anyone in the world through a secure, publicly-available client. With this capability, communication with those outside the Senate enjoys the same quality, reliability, and security as calls within the Senate. We also extended these videoconferencing capabilities to include the iPad.

We improved the multi-user/multi-site video call services to increase video quality, streamline the connection process, and more accurately reflect the way we have found our customers use the service. We also strengthened the resiliency of the core videoconferencing services by enhancing our high availability infrastructure to protect services such as our directories and the mobile client registration process resulting in less downtime and increased reliability.

The Senate will be one of the first major government institutions to offer full support of Microsoft's latest operating system, Windows 8.1. Our support strategy began by introducing Windows 8.1 on a newly-supported tablet, the Microsoft Surface Pro 2. Offices wishing to adopt Windows 8 on their desktops, either partially or widely, now have that option as well. Full support for Windows 7 remains an available desktop operating system option and will be for the foreseeable future.

This past year, Watson Unified Conferencing replaced our legacy audio conferencing system and yielded additional savings in maintenance and support. It also increases our total audio conferencing capacity and better integrates with our e-mail system for simplified scheduling. More than 6,000 people in 130 offices take advantage of the service. We continue to pursue opportunities to deliver additional unified communications capabilities by further integrating the Microsoft Lync platform with our telecommunications and videoconferencing infrastructures.

Committees extensively use streaming video to broadcast their hearings over the Internet. This past year we completed the transition of our own internally-supported infrastructures and decommissioned them. We also renegotiated our contract with our content delivery network provider, saving $35,000 per year and adding the capability to easily stream to Apple iPhones and iPads. As we reported last year, we've realized huge benefits since moving to this service, including the capability to serve virtually unlimited numbers of simultaneous viewers, DVR-like capabilities for live streaming events, protection against denial of service attacks, and the elimination of the impact that large numbers of viewers created on the Senate's Internet connections.

The Large File Transfer System continues to perform, after four years, with virtually no downtime. Currently, 71 offices use it to efficiently transfer large files with other offices in the Senate as well as external entities including other government agencies, the media, and constituents. The Senate Recording Studio also uses the system to send video files to Senators' offices, both on Capitol Hill and in their home states. Between January 2013 and January 2014, the system processed more than 2,000 files and nearly 2,000 gigabytes of data.

Web-Based and Customer-Focused Business Applications

We continue to add functionality to TranSAAct, which is our platform for moving business online. Based on the requirements of offices and the Committee on Rules and Administration, we continue to develop TranSAAct to eliminate paper-based manual processes and move them to the Web. Because it is built on an extensible modern database framework, TranSAAct allows indefinite expansion as new requirements are identified.

Over the last year we expanded our asset management features to include the ability to relocate, reassign, return to stock, and request repairs for assets assigned to an office. Office staff can

initiate full-service and self-service requests according to defined business rules. Some requests that follow specific business rules, such as reassigning an asset from one person to another, can be completed efficiently in real time with no SAA staff intervention through integration with the asset management system. For requests that require staff involvement, TranSAAct facilitates the workflow by integrating with the Service Manager system (to automatically generate a work order) or the Senate Technology Catalog, as appropriate. This approach provides faster customer service through increased efficiencies and the reduction of duplicative data entry. Offices can link to Service Manager tickets for up-to-date status information for service requests initiated in TranSAAct. We have also provided enhancement to enable our Equipment Services team to more effectively support TranSAAct initiated requests.

This past fall, we completed our work with the Secretary of the Senate to add Stationery Room usage and billing information to TranSAAct. We have also added Economic Allocation Funds (EAF) reports, allowing offices to view their EAF transactions and balances through TranSAAct. We are currently planning a technology refresh, upgrading versions of infrastructure components. We have also begun planning to update some of the earliest service request pages, such as parking and ID request pages, to take advantage of our current development tools and techniques to improve the customer experience and update business rules as needed. We continue to work with offices to prioritize features including moving additional business processes to the Web, delivering increased functionality to administrative staff, and reducing the time, paper and errors associated with manual processes.

We continue working in collaboration with the Secretary of the Senate to support and enhance the newly-implemented PeopleSoft Senate Payroll system. Phase I, replacement of the twenty-year-old mainframe-based system, was successfully completed in September of last year. Phase II, implementation of employee self-service, will be coming in the next few months. This new system provides the Senate a state-of-the-art technological platform that should serve the Senate well over the coming years.

After passage of the Stock Act, S.4038, we began work with the Secretary of the Senate and the Senate Select Committee on Ethics to develop a new Electronic Financial Disclosure (eFD) application and database. This new system supports electronic filing of financial disclosure reports and public access to those reports. Member and candidate financial disclosure reports are now available for the public to search, view, and download. The second phase, which went live as planned on January 1, 2014, provided for online periodic and annual report filing, and public access to all financial disclosure reports in the Secretary of the Senate's Office of Public Records. The system also supports administrative processing and reporting for the Senate Ethics Committee, Government Accountability Office, and Office of Public Records. We will complete a third phase with additional features and tools in April 2014.

We expanded the options available to offices for content management systems to support their www.senate.gov websites. This was in response to requests for open source, rather than proprietary, systems that are more prevalent in website development and have a much larger market share than our existing offerings. Senate offices and vendors now have more choices of development platforms. Both Drupal and WordPress are now in use as content management systems on some of our public-facing websites. We expect more offices to migrate to the Drupal

platform in the future, and Drupal sites are being developed at a reduced cost over previous sites using the Cold Fusion-based products.

We provide numerous Web-based systems to enhance the productivity of office staff, such as one for the Placement Office that allows external applicants to electronically submit job applications for positions in Senate offices. We also enhanced the Lobbyist Registration application to create a more robust reporting functionality for general public consumption.

Showcasing and Promoting Modern Information Technology in the Senate

We will continue to highlight new technologies in the Information Technology Demonstration Center through demo days, which have been well-attended in the past. After products are tested and validated in our technology assessment laboratory, they are then available for staff to try in the Demo Center. The demo days feature live demonstrations of new and emerging technologies.

In order to perform technology assessments, feasibility analyses, and proof of concept studies to ensure we are considering technologies that will directly support the Senate's mission, we continue to improve the capabilities in our technology assessment laboratory. Technologies and solutions are vetted and tested here prior to being announced for pilot, prototype, or mass deployment to the Senate. To ensure we focus on the most relevant technologies and solutions, the highly successful Technology Advisory Group, consisting of CIO staff and our customers, performs high-level requirements analysis and prioritizes new technologies and solutions for consideration for deployment in the Senate.

We continue to make progress in providing unified communications capability, tying together voice, video, and data communications into a single tool that presents the user the available communication options to make contact with those with whom they work. This is based on the ways the person with whom they are communicating wants to be communicated with and the capabilities of the device used. With the rollout of Watson Unified Conferencing, our instant messaging, audio and Web conferencing, desktop sharing, and presence information are now accessible from a single client that is integrated with our telecommunications and e-mail systems. Efforts to extend the capabilities of our videoconferencing infrastructure to the unified client are under way and will continue this year.

We will continue or intensify these efforts in FY 2015 to ensure that the Senate is always well equipped to perform its functions. To keep our customers informed of our efforts, we publish the results of our studies on the emerging technology page of the CIO's area on Webster.

ENHANCING SECURITY FOR THE SENATE

Enhancing Security through System and Information Resiliency

As I mentioned earlier, we build security, accessibility, flexibility, and reliability into every system and service. We continue to test our technology in scenarios in which our primary infrastructure and primary work locations have become inaccessible. This includes the simulated loss of our primary data and network facilities, as well as simulated loss of staff work spaces. All mission-essential Senate Enterprise information systems continue to be replicated at our

Alternate Computing Facility, using our upgraded optical network and storage area network technology. We have created a high-availability videoconferencing infrastructure that operates simultaneously at the primary and alternate facilities, allowing for automated recovery from a loss of either the primary or alternate facility without loss of core videoconferencing network services.

We conduct a variety of exercises to ensure we are prepared from an information technology standpoint to cope with events ranging from a burst water pipe, to a pandemic, to an evacuation of Capitol Hill. These exercises demonstrate our ability to support mission-essential systems under adverse conditions, and the ability to support substantial numbers of people working from home. We continue to exercise the ability to support our Senate customers in the event of an emergency situation which may limit our ability to get to work. This includes weekly and monthly exercises designed to ensure technical support is available from the Alternate Computing Facility and other remote locations. Our diligence to this initiative has proved worthwhile during various weather events. With the knowledge that the business of the Senate continued and that state office locations were not affected by the weather in Washington, D.C., our staff continued to support the Senate community remotely throughout these events. This included answering the phones from home-based locations, highlighting the capabilities that our current migration to IP telephony will bring to the rest of the Senate.

Securing our Information Infrastructure

We are now deploying critical non-Apple software patches to about two-thirds of the Macintosh computers in the Senate environment, a number that continues to increase over time. We have deployed a configuration to ensure that the Macs download and install available Apple application patches, and we plan to expand to patching Apple operating system and Microsoft Office suite patches in the coming year.

Active and aggressive adversaries continue to target the Senate's information and technology assets. Over the last year we have found that keeping the Senate information technology infrastructure secure against these threats is becoming increasingly more complex. We strive to satisfy our customers' demands for the latest in technological innovations, but find that the new technologies come with new, undocumented vulnerabilities. As a consequence of performing vulnerability assessments and through work with our technology vendors, we have found that even "mature" technologies are often vulnerable and require periodic security patches. To compound things further, there are a growing number of adversaries using tools with increasing sophistication in their attempts to destabilize the Internet in order to take advantage of the previously-mentioned vulnerabilities.

These challenges create circumstances where the IT Security group must continue to: 1) intensify our cybersecurity intelligence coordination and analytical processing ability; 2) improve our vulnerability identification and mitigation processes; 3) increase our end user awareness training; and 4) continuously evaluate new technologies and improve our existing information technologies to compensate for the inherent insecurity of those technologies and the increasingly destabilized nature of the Internet.

Over the past three years, our IT security staff has noted a marked decrease in the number of security incidents handled by the Security Operations Center. The number of security incidents decreased from 408 incidents in 2011, to 310 incidents in 2012, to 249 incidents in 2013. This continued decrease in the number of incidents represents a 24% reduction from 2011 to 2012 and a 20% decline from 2012 to 2013, with an overall decrease of 39% from 2011 to 2013. The decrease in overall security incidents can likely be attributed to a combination of factors: our increased level of end user awareness through cyber threats briefings and end user information security awareness training, better cyber intelligence sharing with other agencies, and our continual hardening of Senate devices through patching and better integration of security controls.

In the past year, we have analyzed over 2,000 incidents involving potential malware and have shared attack indicators with other federal agencies, thus raising the level of awareness and protecting the U.S. government as a whole. Our analysis of malware identified a number of instances where previously unknown zero-day attacks have been attempted against newly identified vulnerabilities that did not yet have security fixes. These attacks would have otherwise gone undetected and could have eventually compromised our entire network. By working with other organizations, not only have we protected the Senate's IT environment, we have raised awareness with our colleagues in the rest of the federal government.

Calls to the Help Desk for assistance with remediating virus infections have decreased over the past year. In calendar year 2011, the Help Desk received 121 requests for help with virus-related issues, while in calendar year 2012, the number of requests increased to 165. In 2013, the number of virus-related calls decreased to 105.

We still observe "spear phishing" to be a significant avenue for potential exploitation. While the number of targeted attacks against Senate assets decreased in 2013 from 2012, the adversaries conducting these attacks use techniques we assess to be among the most resourceful, persistent, and technologically advanced. We have also seen targeted attacks by known adversaries against personal accounts of Senate personnel, including through social media, apparently attempting to leverage access beyond the reach of our countermeasures.

Using open source intelligence, we have seen attempts to target users by compromising websites that are commonly used by members of the Senate community or by the general public in what are called "watering hole attacks." The recent wtop.com website infection and several other popular site infections suggest that adversaries are adjusting their tactics by targeting "watering holes" that are outside the Senate security perimeter in attempts to infect Senate devices that visit the infected webpages.

To protect against these "watering hole" attacks, we have deployed a Secure Web Gateway service to provide the Senate with increased protection against compromised websites that house malware staged by cybercriminals or other malicious actors. The solution scans browser traffic for malicious activity and blocks connection attempts to known malicious websites. It also analyzes the data stream to recognize and block malware that might be carried by compromised sites.

Our Vulnerability Assessment program and Systems Management Service directly contribute to our strategic goal to provide a secure Senate information infrastructure. The Vulnerability Assessment program routinely scans every computer on the Senate network to examine the configuration and identify vulnerabilities. The Systems Management Service (SMS) provides automated critical security patches to non-Microsoft software on both Windows and Apple Mac computers. We have seen lower levels in the average security vulnerability of systems since SMS was implemented.

We continue to sharpen and update our defenses in order to be able to successfully defend against advanced persistent threats and to compensate for the destabilizing Internet. Our ability to detect and neutralize these attacks is only possible with our continued close cooperation with our user community and the wider federal government. We must continue to coordinate and share information regarding all attack vectors with other federal agencies so that we can all be better able to defend against these threats.

Using information gained through close coordination with federal agencies, we continue to conduct threat briefings for system administrators, office leadership, and other staff. Our vigilant monitoring and analysis of the evolving threat environment enable us to better develop effective countermeasures. Since even the best countermeasures can eventually be defeated, we augment our technical countermeasures with educating end users on the current threats, the techniques that are often used, and how to counter them. Over the last year, such training and awareness briefings have paid off in the form of increased situational awareness. Many of our tips come from Senate staff who have been targeted by adversaries. These tips have proven to be a wealth of information for our external partners, who are better able to protect their networks by deploying technical countermeasures.

ENHANCING STEWARDSHIP

Enhancing Stewardship through Fiscal and Environmental Responsibility

Stewardship of our resources is intertwined with everything we do, as well as being a driving force for some of our activities. We are always looking for ways to improve our processes or technologies so that we save time, money, electricity, paper, or other resources. Our CIO organization is a good steward of the fiscal resources of the Senate, consistently and continuously improving on the services offered to our customers while seeking only modest increases in funding. Many initiatives save offices hundreds or thousands of dollars in costs that would otherwise be borne out of their official accounts. As most of these initiatives save money due to a reduction in the purchase of some commodity, they also fit in with our efforts toward environmental stewardship. Following are some examples of our efforts to enhance fiscal and environmental stewardship:

- The consolidation of our e-mail, mobility and network authentication systems has yielded significant savings in ongoing support and innovation costs. Contractor support costs have already been reduced by over $700,000 annually. Through the use of fewer, scaled servers that each support larger numbers of users, we are realizing additional hardware and software cost savings as these systems are replaced at the conclusion of their normal lifecycle. We have already removed more than 30 physical servers as part of the effort.

- Our Systems Management Service for automated deployment of applications and updates to workstations and servers reduce the maintenance burden on users and aid in maintaining a secure systems baseline.

- We have continued our virtualization efforts, where we now reduce energy, maintenance, and support costs by running more than 887 of our servers in a virtual environment. We will continue an aggressive campaign to virtualize servers until every server that can be virtualized has been virtualized.

- Offices have taken great advantage of our virtual machine infrastructure that allows us to centrally host their file and application servers on shared hardware at our primary and alternate facilities. This approach greatly increases server hardware efficiency, and, through system duplication and data replication, offers Enterprise-class data redundancy and recovery in the event of a critical local failure or crisis. The virtual solution also relieves offices of considerable noise and excess heat, and increases usable working areas for staff. It removes the single point of failure from existing office servers and meets continuity of operations and data replication requirements for approximately half the cost of existing solutions. To date we are hosting 101 Member and committee office file servers with a total of 124 virtual servers. Virtual servers running in the data center consume only 25% of the energy of a comparable number of physical servers. This means a reduction in power consumption and air conditioning requirements, saving Senate funds, while enhancing our ability to provide reliable and redundant services. Fewer servers used by the Senate also means fewer servers that need to be manufactured and, therefore, have to be disposed of at their end of life, which is "greening" on a national scale.

- We renegotiated the contracts with both of our Content Distribution Network providers for streaming the Senate Floor and committee hearings and realized a combined $150,000 per year savings.

- We continue to use our technology catalog to highlight the energy-efficient aspects of our supported information technology and general office equipment, and we participated in the Senate Environmental and Energy Showcase.

- We continue our efforts to dispose of surplus electronic equipment by identifying non-supported equipment and preparing it for disposal by the General Services Administration. We also send more sensitive equipment like magnetic media and mobile communications equipment to the National Security Agency. Last year we sent over 8,500 pieces of IT equipment to GSA for redistribution or resale and over 2,500 pieces of equipment to NSA for destruction.

- We also ensure that the devices we recommend to the Senate meet the applicable EnergyStar guidelines and, where feasible, the guidelines for the responsible manufacture of information technology equipment.

OPERATIONS

CENTRAL OPERATIONS

Smart Card Programs— ID Office

The Senate ID Office continues to work with other government agencies on infrastructure for Smart Cards based on HSPD-12 (Homeland Security Presidential Directive—the policy for a common identification standard for federal employees and contractors). SAA staff from the ID Office and Technology Development Services are collaborating with Executive Branch counterparts to implement smart access cards. Currently, in conjunction with the Secretary of the Senate, the SAA is issuing Senate Smart Cards, to provide digital signatures on paperless transactions for the Disbursing Office.

Parking Operations

Improving communication to enhance customer service continues to be a primary focus of the Parking Operations team. The recently implemented parking system now allows direct communication to individual permit holders when a situation unique to their permitted area arises. Social media will be explored to provide additional methods of communication in the upcoming fiscal year.

We anticipate that preparing for long-term parking displacements will require the attention of Parking Operations during FY 2015. The Architect of the Capitol is planning renovations of the Russell Legislative Garage and the Thurgood Marshall Judiciary Office Building Garage. The Russell Legislative Garage renovation will displace the parking permit issuance booth and over 100 spaces, which 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 renovation of the Thurgood Marshall Judiciary Office Building Garage will create another set of challenges, as it is anticipated that the number of spaces after the renovation will be reduced. Parking Operations will ensure all stakeholders are aware of the plans for both renovations.

Transportation and Fleet Operations

Transportation and Fleet Operations procures, manages, and maintains SAA vehicles; provides transportation information to offices; and manages, maintains, and operates the Fleet Parking Shuttle service. The SAA fleet includes trucks, vans, buses, SUVs, electric vehicles, Segways, and a handicapped-accessible van to support the Senate community. Transportation and Fleet Operations is responsible for vehicle service maintenance and repair, completing work orders, equipment installations, tag/registration renewals, and inspections for all fleet vehicles. Fleet staff transported more than 20,000 Senate staffers through the Parking Shuttle service during FY 2013.

Transportation and Fleet Operations is a leader in "go green" initiatives with flex-fuel/E-85 vehicles, gas-electric hybrids, all-electric vehicles, Segway Personal Transports, diesel exhaust

fluid (DEF)-certified trucks, and a MAXXFORCE-equipped diesel engine truck with Exhaust Gas Recirculation (EGR) to meet latest Environmental Protection Agency (EPA) standards.

Photography Studio

The Photography Studio provides photography and imaging services for Senate offices, capturing more than 82,263 photo images and producing more than 78,172 photo prints during FY 2013. The studio's popular image archiving service was used to digitize 3,845 images from film and prints, and transferred 26,321 images to digital media (CD, DVD or PHD), during FY 2013.

During FY 2013, the Photo Studio coordinated with the House and the Architect of the Capitol photo divisions to expand and enhance the coverage of the 57th Presidential Inauguration ceremony. The photo browser application continues to provide a secure location to store and organize, download, and upload photos, as well as place orders for photo prints through a Web interface. Testing on green screen technology for portraits is close to completion, allowing Senators to have their portrait images photographed on a green screen and digitally combined with different unique backgrounds and locations that are difficult to access, or seasonal images that Senators may otherwise find inconvenient or inaccessible when the Senate is in session.

PRINTING, GRAPHICS AND DIRECT MAIL

The Printing, Graphics and Direct Mail (PGDM) branch provides high-level, direct customer support to the Senate community through photocopying, graphic design, printing, mailing, document preservation, logistics, and security, producing over 61.8 million items during FY 2013. Over the past year, PGDM has dramatically increased its output for our Senate customers, while at the same time holding the line on personnel and other costs. We are making the most of technology and other innovations to expand our service offerings and enhance efficiency and security.

To continuously improve and maintain a flexible and responsive organization, PGDM introduced our new and improved Web-based Online Ordering service. PGDM received and confirmed 379 work orders requesting over 4 million printed documents that were electronically submitted using this easy and convenient option.

As a good steward of fiscal resources, PGDM garnered notable savings for the Senate. More than $1 million was saved in postage costs by pre-sorting and discounting 5.8 million pieces of outgoing Senate franked mail. Another $54,000 in postage was saved by using new software to identify 123,778 undeliverable addresses before they were introduced into the United States Postal Service (USPS) mail stream. Additionally, we saved approximately $823,000 by producing 9,260 charts in-house for Senate Floor proceedings, committee hearings, and special events.

PGDM offers a variety of finishing options for books: plastic coil bind, thermal, and perfect bind. During FY 2013, PGDM completed 773,040 books using these binding options.

The branch continued to improve operations and responded to 60,533 individual Senate job requests during FY 2013. PGDM met Senate office demands for document preservation by scanning and digitizing over 5.1 million pages of Senate documents, generating more than 13.5 million searchable PDFs during FY 2013, compared to 4.6 million during FY 2012. PGDM also scanned 994,484 pieces of unprocessed constituent mail during FY 2013, compared to 747,659 pieces during FY 2012, an increase of 33%. This service allows offices to electronically route mail to staff and import into their Constituent Services Systems.

PGDM has implemented a system called Multimedia Digitization to convert analog media (VHS and Beta tapes, cassette tapes, and 35mm slides) to Movie Picture Experts (MP3 and MPG) and Waveform Audio File (WAV) formats for preservation. To date, PGDM has used this new service to convert 2,839 tapes or slides from obsolete media to digital.

The document management system, OnBase, continues to be a useful and popular tool among Senate offices. PGDM creates customized, Web-accessible, secure, searchable document databases for Senate offices that are populated with documents sent to PGDM for scanning and by Senate offices entering their own digital documents. During FY 2013, PGDM loaded 39,799 full documents, ranging in page count from 1 to 1,000 pages each, into Members' OnBase accounts.

PGDM produced 3,423 rolls of microfilm, converting over 3.9 million microfilm frames to searchable PDF pages, for Senate offices during FY 2013, compared to just 950 during FY 2012. PGDM offers secure disposal for obsolete documents and, during FY 2013, shredded and disposed of 9,253 boxes of obsolete documents, compared to 3,387 during FY 2012.

The branch also introduced Secure Scanning, a service that digitizes sensitive documents such as personnel files and case work using secure transport, a secure room for production, and a separate stand-alone scanning system. This program safeguarded over 123,868 confidential documents for the United State Capitol Police during FY 2013.

PGDM picks up boxes that are prepared for the offsite storage facility and scans the contents to DVDs, or to the office's OnBase account. Once scanning is complete, PGDM will repack and deliver the boxes to the facility for storage. This helps Senate offices prepare for future donation to a repository and allows the office to have immediate digital access to documents for research or auditing purposes. Using this new service, PGDM assisted Senate offices in transporting and scanning over 500 boxes of Senate documents before shipment to the storage facility.

Customer focus is a priority with PGDM; we are committed to be flexible and explore new opportunities to improve the quality of services to the Senate community. PGDM maintains a high level of service in our satellite copy centers for Senate offices by providing reliable, user-friendly copiers. In FY 2013, the satellite copy centers produced more than 3.9 million pages utilizing the nine robust self-serve copiers, an 11% increase over FY 2012.

More than 28 million pages were printed during FY 2013. Of these, there were 2 million color copies produced; 16 million produced utilizing conventional full-color offset printing; and 3.8 million personalized constituent letters printed using variable print technology. In an effort to

assist Senate offices to efficiently direct constituent mailings, PGDM can individually address and seal mail pieces simultaneously. During FY 2013, PGDM individually addressed over 1.9 million mail pieces to target specific constituents. Foil stamping/embossing/die cutting continues to gain in popularity; PGDM produced 449,438 pieces during FY 2013, compared to 248,542 during FY 2012, an increase of 81%.

PGDM's commitment to teamwork and excellent customer service extends to its Legislative Branch partners as well. We worked collaboratively with the Architect of the Capitol to fulfill 86,118 flag requests during FY 2013. We assisted the AOC by storing and delivering 3,359,000 tickets, brochures, and pamphlets to support the Capitol Visitor Center and the Capitol building; an increase of 129% from FY 2012. By working in tandem with the Government Printing Office, PGDM delivered more than 3.4 million documents (*Pocket Constitutions*, *Our Flag*, *Our American Government,* etc.) to requestors; and increase of 55% from 2.2 million documents in FY 2012.

Through effective communication and teamwork, PGDM's Senate Support Facility upheld the SAA mission for operational security during FY 2013 by receiving 575,088 items from the USCP off-site inspection facility and transferring them to the Senate Support Facility (SSF), our warehouse facility. This process eliminated 421 commercial truck deliveries to Capitol Hill, reducing traffic and allowing the USCP to focus on other aspects of safety.

The branch continues its commitment to assist the USCP with innovative methods of managing crowds and access for special events taking place on Capitol Hill. PGDM provides large format printing of signs and banners for major events, plus security enhancements for tickets, badges, and placards. To make it extremely difficult to reproduce counterfeit items, PGDM uses clear toner technology along with a custom USCP hologram that is foil stamped on credentials.

SENATE POST OFFICE

The Senate Post Office delivers mail and packages to over 180 mail stops within the Capitol complex and multiple other locations within the Washington metropolitan area. Same-day pickup and desk-to-desk delivery of "Inside Mail" documents, commercial carrier packages, and United States Postal Service mail is provided. All incoming mail and packages addressed to the Senate's D.C. offices are thoroughly tested prior to delivery.

In an effort to promote greater efficiency and to meet the demands of a reduced budget, the Senate Post Office underwent a thorough operational review over the past year. Through attrition and the SAA Voluntary Separation Incentive Payment (VSIP), the Senate Post Office reduced staff from 75 to 66 FTEs. Furthermore, a thorough review of the two retail unit locations determined the Russell Post Office (located in Room SR-B34B) lacked sufficient revenue and customers to support staffing, and was permanently closed.

The Senate Post Office introduced handheld scanners for the purpose of online mail tracking and reducing the use of paper receipts. The handheld devices use the latest barcode tracking software, mobile computing hardware, and package shipping software to monitor and control the flow of inbound, outbound, and inter-office mail. The handheld data collection devices provide signature

capture, desktop syncing, and in-depth reporting, and they allow a mail carrier to track any mail piece and monitor its distribution. The Senate Post Office continues to explore emerging technology to promote better efficiency.

The Senate Post Office continuously strives to be a good steward of taxpayers' dollars while elevating performance. Credit and debit card transactions accounted for 22% of overall retail sales totaling slightly under $1.7 million during FY 2013. The Contract Access Retail System (CARS) implemented in February 2013 has been successful at providing automatic updates and allowing customers' real time tracking capabilities through the USPS website.

While competing against digital broadcast and social media, mail remains an active medium for constituent communication with Senators and their staff. During FY 2013, the Senate Post Office received, tested, and delivered 17,149,915 safe items to Senate offices, including 13,553,040 pieces of USPS mail; 3,166,560 pieces of internal mail routed within the Senate and to/from other government agencies; 195,547 packages; and 234,768 courier items. Even as overall mail volume nationwide has declined sharply in recent years, USPS mail received by the Senate has continued to trend upward over the past five years.

All mail and packages addressed to the Senate's D.C. offices are tested and delivered by Senate Post Office employees. During FY 2013, highly trained Senate Post Office off-site mail staff intercepted 27 articles containing potentially harmful and suspicious substances. The United States Capitol Police Hazardous Material Response Team examined those and 48 other items, and Senate Post Office management screened 8,313 items requiring further scrutiny. These mailings were addressed to Senators with the intent to disrupt Senate business.

All suspicious items were reported to the Capitol Police and investigated. On Tuesday, April 16, 2013, the Senate Mail Facility that services Senators' D.C. offices received mail that tested positive for the toxin ricin. Mail delivery resumed on Monday, April 22, 2013, as we activated our continuity of operations plan by processing Senate mail at the House screening facility while additional testing and cleanup of the Senate facility was accomplished. The Senate Mail Facility returned to normal operations on May 1, 2013. As a safety precaution, all of the U.S. Senate mail processed during the ricin event was scanned and then printed. This digitization process ensured that all mail affected by the incident was safely and securely transmitted to the intended Senator or committee without risk of potential contamination. You can be confident that our mail processing system worked precisely the way it was designed.

Senate Post Office management worked with the Committee on Appropriations and the Committee on Rules and Administration to build and operate one of the best facilities within the government to process time-sensitive documents delivered to the Senate. The Congressional Acceptance Site ensures all same-day documents are x-rayed, opened, and tested, and are safe for delivery to Senate offices. During FY 2013, more than 234,000 items were successfully tested and delivered.

The Senate Post Office, in conjunction with the Senate State Office Readiness Program, educates offices on the importance of the continued use of the Postal Sentry. The Postal Sentry, if used properly, provides the best level of protection should state offices receive mail containing a potentially harmful substance. The Senate Postmaster has requested that all Senate state office staff utilize the Postal Sentry mail processing system whenever mail is opened. The Senate Post Office participates in monthly webinars educating state offices on the proper use of the Postal Sentry. Currently, 348 state offices have the Postal Sentry.

CAPITOL FACILITIES

Capitol Facilities serves the Senate community by providing a clean and professional work environment in the Capitol. Through its Environmental Services division, it cleans Capitol spaces, moves Capitol furniture, and provides special event setups in the Capitol—including ten event spaces in the Capitol Visitor Center Senate expansion space. Capitol Facilities Furnishings division provides furniture, carpeting, and window treatments to Capitol offices. Staffing in the department was reduced by over 15% in FY 2013, resulting in cost savings of over $520,000. To meet cyclical customer demands during peak event setups and furniture moves, Capitol Facilities ensures labor cost efficiency by supplementing the full-time workforce with contracted labor in place of additional FTEs.

As with many other SAA departments, Capitol Facilities truly is "doing more with less." During FY 2013, Capitol Facilities completed 3,263 special event setups in the Capitol and CVC Senate expansion space, an increase of 33% from FY 2012. Service requests from Capitol offices for moving furniture, delivering supplies, and providing picture frames to Senate offices totaled 5,320, an increase of nearly 87% from FY 2012.

The Furnishings division provides furnishings for Capitol offices on the Senate side by maintaining an inventory of stock items as well as designing and producing custom pieces. The Cabinet Shop designed, built, and installed 57 pieces of furniture including new public corridor sign holders and a custom upholstered bench for the Finance Committee. In addition, the Cabinet Shop responded to 348 service calls during FY 2013. During FY 2013, there were 2,121 requests for construction of frames and specialty framing.

The division provided the chairs and tables that are used by the President and the Vice-President during the Inauguration. In addition, the division also provides carpeting and draperies to Capitol offices and is responsible for facilitating moves of the private Capitol offices. In FY 2013, 53 offices were moved and 15 new offices were selected.

To increase customer service to the Senate community, Capitol Facilities continues to look for efficiencies in its operations and is utilizing the latest technologies available, including the Computer Numerical Control (CNC) machine, which is essentially a computer-controlled router/shaper. This machine will dramatically reduce the time needed to fabricate cabinetry and furniture. Additional enhancements of the online ordering system, CapFOR, are planned, further improving the level of service to the Capitol offices. Comprised of seven modules, CapFOR allows customers to submit requests online for furniture, special events, supplies, and framing; the system is also accessible for the first time to outside constituents to facilitate placing their

special event setup requirements online. The system increases efficiency and reduces errors in the customer request process.

OFFICE SUPPORT SERVICES

Through timely communication and consistent high quality standards, the Office Support Services team continues to ensure all SAA services to Senate offices are provided efficiently.

Office Support Services staff serve as the liaison between Senators' state offices and the commercial or federal landlords. The State Office Liaison oversees 450 state offices. They work with Senate offices to negotiate the most comprehensive state office lease agreements that are both cost effective and competitive to the commercial market rates within the location where the office is located. The State Office Liaison negotiated 68 new commercial space leases for state offices, 17 federal space assignments, one new mobile office lease, 26 lease renewals, and 46 lease amendments.

Customer Support continues to consult Members, leadership, and committees regarding the most efficient use of office automation, and analyzes functional operations and workflow in Senate offices to determine how new office technology might improve efficiency and productivity. During FY 2013, this team coordinated 34 office moves in D.C., numerous state office moves and, post-election, coordinated the opening and closing of nine additional Senators' offices.

CAPITOL OPERATIONS

Providing exceptional service to our customers—internal and external—remains the focus of our Capitol Operations team. Over the past year, team members once again provided a range of services to Senators and their staffs, visitors to the Capitol, members of the news media who cover Congress, and the broader public. A major focus was providing our customers with timely, accurate and useful information that promotes safety and enhances the experience of those who work in and visit the Senate.

SENATE APPOINTMENT DESKS

Every day, thousands of people visit the Senate office buildings, the Capitol, and the Capitol Visitor Center. For some of these visitors, their first stop is one of our five Senate Appointment Desks, where they are greeted with professionalism and a smile. Collectively, our five appointment desks processed 190,348 visitors during 2013, an increase of almost 7% from the previous year. Our computer-based logging and badging system allows visitors to be processed in an efficient, safe and customer-friendly manner, while also helping the United States Capitol Police better identify and protect visitors, as well as staff and Members.

Our network of appointments desks—in the Capitol near the North Door, in the Capitol Visitor Center, and in the Russell and Hart Senate office buildings—provides for more efficient processing of visitors, allowing them to get their destinations quickly and safely. For example, the Capitol Appointment Desk processed about 19% of our visitors during 2013, a total of 36,128 guests. The fact that the other 81% of the visitors were able to enter through the other desks contributed to shorter wait times for official business visitors entering through the North Door and reduced congestion within the Capitol proper.

As noted, our other appointment desks were busy last year. More than 48,000 visitors entered the Capitol through the Capitol Visitor Center to attend meetings and functions in the CVC meeting rooms. Assisting guests with getting to the Capitol and the CVC from the Senate office buildings is an important role of the Senate Appointment Desks. In 2013, more than 94,000 guests, a record total, entered the Capitol via the Russell Appointment Desk, including 73,680 who were destined for the CVC. Another 11,717 visitors received badges from our Hart Appointment Desk. The SAA worked collaboratively with the Senate Committee on Rules and Administration, the USCP, and the Architect of the Capitol to design a secure and welcoming process for staff who escort Senate guests to the Capitol from the Hart building.

In an effort to improve understanding of how the Senate Appointment Desks work and how they promote safety at the Capitol, Appointment Desk personnel began providing regular "roll call" training to USCP officers in 2012, explaining the process of logging visitors, distributing badges, and the different types of access each badge allows. During 2013, appointment desk staff made approximately 24 presentations, reaching hundreds of officers at various USCP roll calls. In addition, Appointment Desk staff now makes similar presentations at the Capitol tour training sessions put on by the Capitol Visitor Center for Senate staff and interns. During 2013, more than 4,000 staff and interns attended 63 separate trainings at which the Appointment Desk presented information about their operations. Through these information sharing and coordination efforts, everyone involved in the issuing, receiving, and enforcing of visitor badges has a better understanding of the procedures in place and how they contribute to safety and security of the Senate.

SENATE DOORKEEPERS

Our Doorkeepers play a critical role in supporting the legislative process of the Senate. They provide access to those with Senate Floor privileges and enforce the rules of the Senate, while also facilitating the needs of Senators, Senate Floor staff, and Pages. Each year, Doorkeepers also provide exceptional support for a number of special events attended by Senators, their families, and special guests. Over the past year, these events included various Joint Meetings of Congress, including the movement and seating of Senators for the State of the Union address, as well as Congressional tributes, statue dedications, and Congressional Gold Medal ceremonies. These and other events require the expertise of the Doorkeepers who assist with professionalism and poise on these historic occasions.

In addition to their work directly supporting Senators, the Doorkeepers have the responsibility— and the privilege—of assisting tens of thousands of people who visit the Senate Gallery each year. For many who visit the Capitol, the opportunity to sit in the Senate Gallery is a highlight of

their trip. Doorkeepers ensure their experiences are educational, memorable, and safe. Last year, Doorkeepers assisted 210,164 visitors in viewing the Senate Chamber, both when the Senate was in session and during recess. That was nearly a 13% increase from the 2012 visitor total.

Over the past year, we have worked to enhance the visitors' experience through greater collaboration with our partners such as the CVC, ongoing training of Doorkeeper staff, and refinement of the materials that are distributed to visitors. As a result, our Doorkeepers have become increasingly skilled at welcoming visitors to the Capitol and educating them on the history and operation of the Senate. The feedback has been consistently positive from visitors, Senate offices, and our partners. In particular, Senate Gallery visitors comment on our Doorkeepers' ability to process larger groups in an efficient, friendly, and helpful manner.

Over the past decade and more, Senate Doorkeepers have taken on an expanded role in security and safety. Using lessons from September 11, 2001, the Doorkeepers—working with the United States Capitol Police and the SAA Office of Protective Services and Continuity—developed a comprehensive Continuity of Operations Plan. During 2013, the Doorkeeper team conducted regular drills and exercises with the USCP and others on various scenarios such as shelter-in-place, evacuations, and setting up alternate locations. Currently, all of our Doorkeepers are trained in first aid, CPR, and AED.

Our Doorkeepers take their security support responsibilities very seriously, and they are a trained and reliable group of professionals who can be counted on to act decisively in any number of situations. This was demonstrated during two potentially serious situations over the past year. On September 16, 2013, a mass shooting occurred at the Washington Navy Yard. Then on October 3, there were gunshots fired on Capitol Hill, and the Senate Chamber and Galleries were ordered to shelter-in-place. Our Doorkeepers were able to draw on their training to offer a reassuring presence to staff and guests during both of these incidents.

Senate Doorkeepers are responsible for numerous emergency preparedness responses, from setting up and managing a Briefing Center to supporting on- and off-site Alternate Chamber locations. These varied and pivotal duties require ongoing cross-training among Doorkeeper staff, the USCP, Secretaries for the Majority and Minority, Secretary of the Senate, and other SAA departments. Doorkeepers are among the first responders during any Chamber protective incident. At the onset of an event, Doorkeepers must assess Member, staff, and visitor needs; take action to assist USCP in creating a safe environment within the Chamber and areas of the CVC; and, if the situation requires, provide safe egress from the Capitol for all individuals who may not have the ability or knowledge to safely get themselves out of harm's way.

SENATE RECORDING STUDIO

In a time of instant communication and rapidly changing technology, the Senate Recording Studio strives to stay abreast of the latest solutions that allow the Senate to remain accessible to the public and enable Senators to communicate with their constituents across the country. The Recording Studio was busy and productive in 2013. Last year, the studio provided 794 hours of gavel-to-gavel coverage of Senate Floor proceedings and provided broadcast coverage of 730 Senate committee hearings, an increase of 33% over the previous year. In addition, Recording

Studio staff produced a total of 922 television productions for Senators, an 11% increase over 2012.

In addition to the coverage of Senate Floor, committee proceedings, and in-house radio and television production, the Recording Studio plays an important role in providing broadcast support of major Congressional events. This past year, for example, the Recording Studio provided full coverage of three Gold Medal Ceremonies, the unveiling ceremonies for the Rosa Parks statue and Winston Churchill bust, and the dedication ceremony for the Frederick Douglass statue.

Since 2011, the Recording Studio has provided support for the live streaming of the Senate Floor on the Senate's website, www.senate.gov. Studio staff played a vital role in upfront planning, technical specifications, and installing, testing and maintaining equipment in the Recording Studio. They worked closely with the SAA Chief Information Officer, Senate Committee on Rules and Administration, and the contractor to make sure this new and important service went online smoothly and on time in January 2012. Now, anyone with access to a computer can witness the Senate at work with the click of a mouse. The studio continues to be an active partner in the live streaming and archiving of Senate webcasts on www.senate.gov.

MEDIA GALLERIES

For members of the news media, the U.S. Congress—the people's house—remains one of the most open and accessible institutions of our government. On any given day, hundreds of reporters, producers, photographers, videographers, and technical support personnel can be found in our hearing rooms and hallways covering Senate events and news conferences, and bringing the news of the Senate back to people across the country and around the world.

Much of the responsibility for ensuring that the news media can conduct their business efficiently, safely, and in a manner that comports with Senate rules and traditions falls on our four Senate Media Galleries: the Daily Press Gallery, Periodical Press Gallery, Press Photographers' Gallery, and Senate Radio and Television Gallery. The unique structure of the Media Galleries, dating back to the early days of the Senate, requires them to work closely with their respective Standing and Executive Correspondents' Committees, the United States Capitol Police, and the Senate Committee on Rules and Administration in order to facilitate media arrangements and credentials for the more than 7,000 members of the media who cover the Senate.

With the explosion of online and social media in recent years, the demand for news has become constant. As a result, Congress is being covered in more detail by more different types of media than ever before. Given this dynamic, the staff of the Media Galleries has worked diligently to accommodate the ever changing technology environment and how the world gets its news. For example, the four Media Galleries worked with the SAA's Office of the Chief Information Officer to upgrade the technical infrastructure, including incorporating Wi-Fi in all four Media Galleries and across the Senate campus. The Senate press wireless system, accessible through a secure log-in script, supports immediate transmission of media reports, including coverage of committee hearings.

Senate Daily Press Gallery

Daily Press Gallery staff supports those reporters who work for daily newspapers and online publications. The Gallery's first responsibility—ever since the Senate and House assigned press accreditation to the Standing Committee of Correspondents more than 140 years ago—has always been the maintenance of high standards of journalistic independence through the press credentialing process.

The annual reaccreditation may seem automatic to Gallery members, but it takes hundreds of hours of staff work each year to sustain the daily Congressional press pass as the gold standard of media credentials in Washington. In 2013, the Senate Daily Press Gallery credentialed approximately 1,800 correspondents. At a time when online communications and social media are continually changing the media landscape, the Standing Committee also relies on the Press Gallery to supply the research and the institutional judgment needed for tough and sometimes precedent-setting decisions about who does, and who does not, qualify for media credentials.

Gallery staff supports its correspondents, as well as Senate Press Secretaries and communications staff, in a variety of ways. A basic duty is to ensure that reporters have the access they need to cover the Senate, while at the same time honoring Senate traditions of decorum and recognizing the safety and security requirements of the Capitol Police.

As custodians of the largest press complex on Capitol Hill, Gallery staff effectively acts as "doorkeepers" at the entrance to the press gallery inside the Senate Chamber. Simultaneously, the staff serves the 100 or more reporters who work in the Daily Press Gallery on a typical day in a variety of ways. For example, staff provides reporters with copies of bills and amendments, as well as transcripts of Floor debate; generates hand-tallies of roll call votes; tracks Senate Floor activities and schedule changes; prepares for major events and ceremonies; and troubleshoots problems with the physical plant. On any given day, Daily Gallery staff are monitoring and assisting with access on the Capitol's second floor and other busy locations where news is breaking; facilitating coverage of committee hearings; and answering a steady stream of media and Senate staff inquiries about legislation, Floor action, and parliamentary procedure.

To improve its "coverage" of Floor action and enhance communication with Gallery members and others, the Daily Press Gallery launched a newly redesigned website in 2013 (http://www.dailypress.senate.gov/). The site has more information that is easier to access than ever before. In 2014, the Gallery will begin to use online tools to streamline its accreditation process and communications efforts.

Senate Periodical Press Gallery

The Periodical Press staff focuses much of its effort on credentialing over 1,200 members of the news media who work for non-daily periodicals and their online publications, and supporting Senate staff with media arrangements and logistics for Senate activities. For 2014, the Gallery remains focused on improving communications with Gallery members and Senate staff, reviewing new applications for accreditation to the Gallery, and day-to-day credentialing of periodical reporters on Capitol Hill.

Among the ongoing duties of Gallery staff is to monitor news conferences, "stakeouts," Rotunda events, and various other media events in the Capitol and Senate office buildings throughout the year. Staff continues to help facilitate media logistics at Senate hearings, including confirmation hearings for Cabinet-level positions and other high-profile hearings. In addition, most press secretaries and communications directors for Senators and Senate committees utilize the Gallery to help distribute information to members of the periodical press community that they might otherwise miss.

During 2013, Periodical Press Gallery staff completely overhauled and updated their Gallery website (http://www.periodicalpress.senate.gov/). The new site was launched in September 2013 and has received positive feedback from Senate staff and members of the media. On the site, Gallery staff maintains a daily Senate Floor log and tracks legislative activity, votes, and schedule updates. These regular updates assist reporters covering the Senate and staff monitoring Floor activity.

The Periodical Press Gallery's Twitter account, @SenatePPG, continues to grow. The number of followers has more than doubled over the past year to more than 2,600. Twitter is proving to be an efficient and effective platform for keeping reporters and Senate staff up to date on Floor schedules, votes, hearings, and Gallery activity. It is also a useful way to drive visitors to the Gallery's website, where information is presented in a consolidated, comprehensive manner. The Periodical Press Gallery was the first of the Senate Media Galleries to adopt Twitter; in 2013, Gallery staff received an SAA Outstanding Team Award for their work and contributions to social media.

Press Photographers' Gallery

The primary role of the Press Photographers' Gallery is to credential photographers and to assist at news events throughout Capitol Hill. Unlike the other three Media Galleries, which have counterparts on the House side, Press Photographers' Gallery staff has the unique responsibility of credentialing media representatives who cover both the Senate and the House of Representatives, and assisting at large news events and hearings in both houses of Congress, including Gold Medal ceremonies, State of the Union addresses, VIP visits, and other special ceremonies.

In recent years, the demand for news images, and the need to get them out almost instantaneously, have increased dramatically, as Web-based news content has expanded and social media has become an integral part of modern-day news coverage. The Press Photographers' Gallery has responded to this demand in a number of ways. To keep news photographers informed and to facilitate coverage of Congressional events, Gallery staff recently updated its website (http://www.pressphotographers.senate.gov/) to provide one reliable, easy-to-use source of information. This year, the Gallery plans to implement a Twitter feed and possibly other social media platforms to communicate even more effectively with Gallery members and Senate staff.

Radio and Television Gallery

Members of the broadcast media have unique needs and equipment. The task of ensuring that the broadcast media's needs are met while the Senate's rules are followed falls largely to the staff of the Radio and Television Gallery. Gallery staff works closely with Senate staff and more than 3,900 credentialed members of the electronic media to facilitate coverage of Senate news events that occur in various locations throughout the Capitol and Senate office buildings. Gallery staff also assists in organizing equipment access as well as managing the broadcast technical infrastructure throughout the Senate campus.

In order to modernize its communication efforts, Gallery staff recently updated its website (http://www.radiotv.senate.gov/) to better organize information and incorporate social media tools such as Twitter and Facebook. As a result, the staff has been able to streamline communications and manage press demands more efficiently.

The Gallery also worked with the SAA Office of the Chief Information Officer to improve the press wireless system. Committee press secretaries appreciated this modern technical convenience, which aided in the press coverage of their hearings. Senate IT technicians placed additional wireless relays throughout the Gallery and improved connectivity speeds.

Updating the broadcast infrastructure of Senate committee hearing rooms and other news event locations throughout the Senate campus remained a priority for Gallery staff during the past year. Working with other partners, Gallery staff has nearly completed the upgrade of the broadcast infrastructure of the Senate hearing rooms. While most hearing rooms have been outfitted with new broadcast technology such as LED lights and fiber optic cables, other news event locations in the Capitol Building still need to be renovated. In addition to hearing room improvements, technical upgrades to the Senate "swamp" site in the North Legislative Egg supported news coverage of many events, including the government shutdown in October 2013 and the Supreme Court's historic decision regarding the Defense of Marriage Act.

Radio and Television Gallery staff also assisted Senators in their regular use of the Gallery's studio that is located across from the Senate Chamber on the third floor of the Capitol. In 2013, the studio hosted several important news conferences, including such topics as the government shutdown, raising the debt ceiling, proposed changes to health care legislation, and the bipartisan budget agreement. The studio's lighting system was recently renovated to LED lighting to accommodate digital broadcasting and to reduce energy costs; the cost of this upgrade was paid for entirely by the credentialed members of the Gallery through their annual dues. Discussions continued with respect to upgrading the studio's audio system and adding backdrops for conducting one-on-one interviews.

INTERNAL COMMUNICATIONS

The Office of Internal Communications (OIC) was created two years ago to streamline communication within the SAA organization and to the rest of the Senate community. OIC provides SAA employees and other members of the Senate community with timely, accurate, and useful information that highlights SAA services and furthers efficiency and effectiveness.

The office supports consolidated communications; better promotion and utilization of SAA services; and more clear, consistent and accurate organizational messages. OIC coordinates communication efforts through multiple channels—print, online and social media. The office created and continuously updates two important intranet sites: an SAA homepage on Webster accessible to the Senate community and the SAA community page accessible to SAA employees. These sites provide important information about campus safety and SAA services, as well as regular features that enhance community understanding and boost employee morale.

OIC also reviews and edits publications that are distributed from SAA offices to the Senate community and sends electronic Dear Colleague messages. The office has sent nearly 150 electronic Dear Colleague messages since the program began. OIC also manages and maintains the Notice system, and edits and distributes Notices to the Senate community. During 2013, the office sent nearly 500 Notices and reviewed hundreds of publications for content and grammar. OIC also publishes the *SAA Source* newsletter every other week for SAA employees.

Finally, like most other organizations, the SAA is using social media—Facebook and Twitter— to communicate with the Senate, our employees, and the public, and to receive feedback from them. Social media has become an important element of our everyday communications efforts and has been used successfully to disseminate information about traffic issues around the campus and Senate session information, as well as to highlight SAA services and employees and other useful information. Our Twitter account (@SenateSAA) has more than 5,500 followers and Facebook has garnered more than 1,600 "likes."

The value of these social media platforms during emergencies was demonstrated on October 3, 2013, when gunshots were fired on the Capitol campus and the Senate sheltered in place. The SAA immediately pushed out a series of "Twitter Alerts"—special emergency messages that are highlighted in followers' Twitter feeds and can also be sent as text messages to their mobile devices—alerting followers to the gunfire reports, providing direction on sheltering in place, updating the status, and eventually providing an "all clear." The SAA was part of the initial roll-out of Twitter Alerts in September 2013, and our use of this function during the October gunfire incident has been recognized nationally as a best practice.

Additionally, the SAA social media team meets approximately every other month with communications staff from all of our partners on the Hill, including representatives from the Architect of the Capitol, Secretary of Senate, House of Representatives, Library of Congress, and many others. This inter-agency working group is supporting the dissemination and sharing of information and best practices in social media.

Lastly, OIC currently is crafting a survey to gather information on which of their communication efforts are working and what can be improved. This survey will be distributed first to SAA employees and eventually to the larger Senate community.

SENATE OFFICE OF EDUCATION AND TRAINING

The Senate Office of Education and Training provides training and development opportunities for Senate staff in Washington, D.C., and the state offices. We continue to develop job-specific training and resources for Senate staff. Currently we are identifying the job skills required for each Member and committee office job and creating a set of recommended classes to improve or learn those job skills. We are using a holistic view to make these recommendations. There are two branches within the office: Education and Training, and Health Promotion.

The Education and Training branch provides training for all Senate staff in areas such as management and leadership development; human resources management; legislative and staff information; new staff and intern orientation; and training support for approved software and equipment used in Washington, D.C., and state offices. This branch also coordinates and provides major training events for state and D.C. staff.

Training and education are provided through instructor-led classes; one-on-one coaching sessions; specialized vendor-provided training; computer-based training; webinars; video teleconferencing; informal training and support services; documentation, job aids and "quick cards."

The Health Promotion branch provides seminars, classes, and screenings on health and wellness. This branch also coordinates an annual Health Fair for all Senate employees and plans blood drives throughout the year.

We successfully trained many offices in the Senate on the use of the new Watson Unified Conferencing and Jabber Telepresence. We used a variety of learning methods, including online, documentation, classroom, and individual coaching.

Our Learning Management System has over 3,000 staff accounts. This system provides Senate staff with a user-friendly method for finding and registering for training. It is part of our Education and Training resource suite, which provides a variety of means for staff to obtain the training and documentation they need.

We will continue to expand our online training options for Hill and state staff. We are rolling out an Online Leadership curriculum for Senate managers and continue to work with our training partners to provide just-in-time training.

Capitol Hill Training

The Office of Education and Training offered over 1,000 instructor-led and online classes and events in 2013, in which over 5,800 staff enrolled. This office's registration desk handled approximately 10,000 e-mail and phone requests for training and documentation.

We provided customized training to 121 offices for over 800 staff members. These sessions include conflict resolution, organizational development, strategic planning, Senate office systems training, and meeting facilitation. We also provided individual in-depth training to the Senate office system administrators and management coaching.

We coordinate the Aides for the Senators-Elect training and new office Admin Directors training after every election. This consists of eight sessions of 20-30 staff at each session. Once the Senators are sworn in, we coordinate another 10 session orientation series for the office managers, attended by 15-20 staff.

This office also coordinates the Senate's Intern Program. We provide training for intern coordinators as well as 10 orientation and training sessions for approximately 1,500 interns throughout the year. We work year round with the Intern Coordinators to provide training and support.

State Office Training

The Office of Education and Training provided learning opportunities to state offices for which over 300 state staff registered. Our office continues to offer conference-style networking and training opportunities. In 2013, 32 state staff attended the Virtual State Training Fair. We also presented the State Directors Forum and the Outreach Conference virtually. The 70 staff who attended these conferences selected to take part in 20 different virtual sessions. The Constituent Services Conference, held in D.C., was attended by 42 state staff. Additionally, our office offers weekly video teleconferencing or webinar classes just for state staff. Each of these offerings is attended by between 10-50 staff.

We provide 5,000 online self-paced-based training courses covering technical, performance, and language skills and an online research library of 19,900 publications. This allows staff in both D.C. and the states to take training at their convenience. This past year, 398 D.C. and state office staff registered and accessed 921 unique courses. During 2013, over 8,400 book pages had been accessed.

Health Promotion

In the Health Promotion area, 450 staff participated in health promotion activities, including lung function and kidney screenings, blood drives, and seminars on health-related topics. We also coordinate Weight Watchers, Yoga, and Pilates sessions using the revolving fund for health promotion.

Cost Saving Impacts

The Office of Education and Training has worked diligently to save money while continuing to offer a varied and robust training program. For example, we eliminated all printed announcements and calendars. We have expanded our offerings of VTC and webinars to include state and D.C. We continue to add self-paced training modules to our catalog to allow state and D.C. staff to learn at their own time and place. Our Learning Center, created by SAA staff,

reduces the support costs of our commercially-purchased system and provides a superior product.

EMPLOYEE ASSISTANCE PROGRAM

Our Employee Assistance Program (EAP) continues to offer a variety of services to staff and their family members, Pages, and interns. In 2013, nearly 1 in 20 Senate employees utilized the services of an EAP counselor; 174 employees took a mental health online screening; 1,631 employees attended an EAP training activity; and 2,008 employees accessed resources for personalized information and referrals addressing childcare, parenting, adult care, aging, education, legal concerns, or financial issues.

Early problem recognition and referral is a critical component of the EAP. To that end, EAP counselors work closely with Senate managers and supervisors. Through presentations, handouts, and individual consultations, the EAP supports managers and supervisors who are addressing challenging employee or staff issues. In 2013, EAP consulted with 191 managers or supervisors.

An invaluable characteristic and goal of EAP services is to utilize outreach to effectively serve our client base. Working toward this goal in 2013, EAP initiated the electronic distribution of the quarterly *EAP Focus* newsletter through e-mail. In addition, the EAP continued to update and maintain materials on a wide array of mental health topics while offering a variety of time-sensitive and community-focused training programs, including video teleconference programs for state offices. Last year, EAP also continued to hone, expand, and utilize the skills of the 32-member Senate Peer Support Team through a series of presentations, trainings, and informational lectures.

With regard to specific incidents in 2013, the EAP responded to a multitude of events, including the emotional needs and concerns that arose from those impacted by winter storms in the Northeast; devastating fires in Colorado; Boston Marathon bombings; Washington Navy Yard shooting tragedy; threatening mail incidents; the deaths of employees and the family members of employees; and employees and offices who requested support after other critical incidents.

Appendix A

Fiscal Year 2015 Budget Request

Attachment I

FINANCIAL PLAN FOR FISCAL YEAR 2015

Office of the Sergeant at Arms - United States Senate

Executive Summary

Dollar Amounts in Thousands	FY 2014 Budget	FY 2015 Request	$ Amount	% Incr/Decr
General Operations & Maintenance				
Salaries	$68,000	$71,000	$3,000	4.4%
Expenses	$76,735	$76,142	($593)	-0.8%
Total General Operations & Maintenance	$144,735	$147,142	$2,407	1.7%
Mandated Allowances & Allotments	$45,306	$45,641	$335	0.7%
Capital Investment	$653	$1,082	$429	65.7%
Nondiscretionary Items	$5,516	$5,935	$419	7.6%
TOTAL	**$196,210**	**$199,800**	**$3,590**	**1.8%**
Staffing	**892**	**892**	0	0.0%

FY 2015 vs. FY 2014

To ensure that we provide the highest levels and quality of security, support services, and equipment, we submit a fiscal year 2015 budget request of $199,800,000, an increase of $3,590,000 or 1.8% compared to fiscal year 2014. The salary budget request is $71,000,000, an increase of $3,000,000 or 4.4%, and the expense budget request is $128,800,000, an increase of $590,000 or 0.5%. The staffing request remains at 892.

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 $71,000,000, an increase of $3,000,000 or 4.4% compared to FY 2014.

$ The **general operations and maintenance expenses** budget request for existing services is $76,142,000, a decrease of $593,000 or 0.8% compared to FY 2014.

$ The **mandated allowances and allotments** budget request is $45,641,000, an increase of $335,000 or 0.7% compared to FY 2014. This budget supports state office rents, $21,552,000; purchase of computer and office equipment, $10,118,000; voice and data communications for Washington, D.C., and state offices, $7,263,000; procurement and maintenance of Member office constituent services systems, $3,686,000; wireless services and equipment, $1,177,000; and state office security enhancements, $1,472,000.

$ The **capital investments** budget request is $1,082,000, an increase of $429,000 or 65.7%. This budget is for data networking initiatives and expansions.

$ The **nondiscretionary items** budget request is $5,935,000, an increase of $419,000 or 7.6% compared to FY 2014. The request funds projects that support the Secretary of the Senate: contract maintenance for the Financial Management Information System, $2,777,000; support for the payroll system, $2,628,000; and maintenance and necessary enhancements to the Legislative Information System, $530,000.